



UNIVERSITY OF AMSTERDAM

Privacy statement UvA ‘Online Proctoring’

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Privacy is a highly important topic for the University of Amsterdam (UvA), and therefore UvA handles your personal data with care. In this Privacy Statement we describe how personal data is processed and how the privacy of all individuals is protected when an exam is taken using online proctoring.

1. Who is responsible for processing my personal data?

The UvA is the party responsible for processing your personal data (the 'controller') within the meaning of the General Data Protection Regulation ('GDPR').

The UvA is located at Spui 21, 1012 WX Amsterdam. Our postal address is PO Box 19268, 1000 WX Amsterdam. Any questions you might have can be emailed to avg@uva.nl.

The UvA has appointed a data protection officer ('DPO'). The DPO's email address is fg@uva.nl.

2. Which (categories of) personal data are processed?

By using Proctorio the following personal data will be processed:

- a. name (first, initials and last name);
- b. email address;
- c. image of UvA student card;
- d. picture, taken through the webcam of students' device;
- e. video and audio recordings of the student and his/her surroundings while taking the exam, recorded by the webcam of students' device;
- f. on-screen activities while making the exam;
- g. keystrokes and mouse movements while making the exam;
- h. the IP address of the computer network to which the device is connected;
- i. the web pages the student visits during the exam;
- j. students' answers to the exam questions.

3. For what purpose will my personal data be processed and on what legal basis?

Personal data will only be used for the following purposes:

a. authentication. After taking the exam it will be checked if the student can be identified as the individual that partook in the test session;

b. fraud control. After taking the exam, it will be checked that the student complied with the applicable rules and did not use any unauthorized sources such as cheat sheets, chats and browser sessions outside of the scope of the exam. Prior to the exam, the examination committee will define and communicate what will be specifically detected as fraudulent behavior by the UvA and how this behavior will be treated;

c. time frame control. After taking the exam, it will be checked whether the student has completed the exam within the applicable time frame;

We process your personal data on the basis of 'legitimate interest' (article 6.1 (f) GDPR), during the exceptional situation of Covid-19, and therefore distance education and exams. This means that the processing is necessary for the purposes of the legitimate interests pursued by the UvA and that the students' rights and freedoms are sufficiently protected.

In all cases where the UvA chooses to use online monitoring for remote exams, it is necessary that the UvA:

- can verify the identity of the student taking the exam;
- can establish that no fraud was committed while the exam was being carried out;
- can confirm that the exam was completed within the given time frame.

4. Who has access to my personal data?

The personal data collected during a remote exam with online proctoring will be evaluated with the use of an automated system and will be viewed by authorized employees of the UvA who, by virtue of their position as a reviewer, have a role in the processing of your personal data for the above purposes and for whom it is necessary to have access to the personal data in case fraud is suspected (e.g., Members Examination Committees, Board of Appeal for Examinations). Proctorio does not have access to your data, since all data in the system has been encrypted using an unshared key stored in Canvas and can only be unlocked by authorized users of the UvA.

5. Will my personal data be shared with third parties?

The personal data collected within the scope of online proctoring (see question 2) is stored on the service providers' (Proctorio) Microsoft Azure-servers in Amsterdam and München. The encryption algorithms of Proctorio use double-encryption, this is the process of [encrypting](#) an already encrypted message one or more times, either using the same or a different algorithm. This means that your personal data cannot be identified by Proctorio. Zero-knowledge technology is applied to scramble personal data during transfer and in storage with end-to-end protection of every piece of information that leaves a students' computer during an exam. This means that Proctorio does not know anything about the data stored in their servers.

In the context of this Privacy Statement, your personal data will not be shared with other third parties than Proctorio and their sub-processors, unless the UvA is obliged to do so by law or a court order. The agreements that UvA has made with Proctorio also apply to the (third) parties engaged by Proctorio (sub-processors) to provide their services."

6. Will my personal data be transferred to countries outside the European Union?

No, your personal data will not be transferred to countries outside the European Union.

7. How long will my personal data be stored?

Your personal data will be stored for 30 days and will be automatically deleted after this. In case of a lodge of objection from the students' side, individual data (in form of PDF with suspicious behavior) will be stored during the official period of handling the objection.

With regard to the personal data that UvA collects and processes for the purposes of authentication, fraud control and time frame control, the following procedure applies;

- The review of the exam session is carried out as soon as possible after the exam has been completed.
- If no identity fraud or exam fraud is suspected, the personal data that has been collected through the system provider Proctorio (see question 2) will be deleted automatically latest 30 days after administering the test.
- If there is suspicion of identity fraud or exam fraud, the personal data that has been collected through the system provider Proctorio (see question 2) will be retained for the period necessary to take a decision on the legitimacy of the result of an examination (including the period in which legal proceedings take place). It is necessary to retain the personal data (as described in 2a-j) for clarifying the suspicion of fraud. Suspicion of fraud is based on whether the test taker violates any of the rules communicated by the examination committee concerning fraudulent behaviour during the exam (see 3b). After the period of legal proceedings has ended, the data will be deleted.

8. How will my personal data be secured?

The UvA takes appropriate technical and organizational measures to protect your personal data against unauthorized access, loss and any form of unlawful processing.

9. Who can I contact if I have questions about the processing of my personal data?

If you have any questions about how your personal data are processed, please check [the FAQs](#).

10. How can I exercise my privacy rights?

On the basis of the current GDPR, you have the right - subject to certain conditions - to access the personal data that we process, to correct your personal data if it contains factual inaccuracies, to have your personal data deleted, to limit the processing of your personal data, and to object to the processing of your personal data.

If you wish to exercise any of these privacy rights, you can contact: avg@uva.nl.

If you are not satisfied with how the UvA dealt with your personal data, you can submit a complaint with the Data Protection Officer of the UvA, at fg@uva.nl.