

Collection of Personal Information by Academic Assessment Services (AAS) for applicants for Online Testing

In order for students to participate in online examinations provided by AAS, personal information will need to be collected from all applicants. The nature of the information to be collected and its management by AAS, is outlined in the collection notice below.

How can students and parents¹ be assured their personal information will be used and managed appropriately?

AAS respects the privacy of the personal information students or parents may provide to AAS or that AAS receive indirectly about them and AAS are committed to protecting personal information. The way AAS manages personal information is governed by the *Privacy Act 1988* (Cth) (**Privacy Act**), the Australian Privacy principles (**APPs**) established under the Privacy Act and other applicable laws such as the *Spam Act 2007* (Cth).

The full copy of AAS's Privacy Policy is outlined on our website, for your convenience a summary is set out below.

Students and parents can be assured that their personal information will be used and managed appropriately because:

- AAS is bound by both the Australian Privacy Principles and confidentiality agreements with schools;
- All AAS staff sign confidentiality agreements on appointment; and
- AAS stores all information on secure local servers.

Collection Notice

AAS will collect personal information for students making application to sit for online examinations, for the following purposes:

1. To confirm the identity of the student undertaking the examination.
2. To ensure the security of exam conditions at the student's location.
3. To allow for a check of the validity of the test results.
4. To provide assistance to a parent regarding the set up / preparation for the examination, if the examination is to be conducted at a venue other than the designated school.

What kind of personal information is collected and why?

To assure a student's parent's identity and ensure consent is provided, AAS will require:

- Parent name and contact details (both telephone and email)
- The supervising parent's* name (to facilitate registration and support if assistance is required with the set up for the examination)

** In exceptional circumstances, parents may request supervision by another responsible adult. This arrangement will need to be agreed to by the school and this person would need to sign the AAS declaration at the completion of the testing program.*

To assure a student's identity and confirm validity of test results, AAS will require:

- The student's name, gender and date of birth;
- Current year level and School;
- A clear and unobstructed view of the student's face via the student's computer camera or webcam;
- A record of a Photographic ID which will be used to verify the student's identity.

To provide assurance about the security of exam conditions at the student's test location, AAS will require:

- The use of a lock-down browser to control access to other applications
- A photographic recording of the examination session.

AAS will not collect sensitive information unless:

- the parent consents to the information being provided: or
- AAS is required by law to collect that information.

¹ For the purposes of this document, all references to a 'parent' are taken to include legal guardians.

How will AAS deal with the collection of personal information relating to children?

Personal information will be collected about children when they sit an assessment or engage in testing, and this is for the purposes of conducting the assessment or testing only. Where a student is under the age of 18 we will treat consent as having been given by a parent once the parent signs and return the relevant consent allowing the child to participate in the assessment or test.

Any concerns regarding collection or personal information relating to children should be addressed to AAS.

How will AAS collect personal information?

Where possible, AAS will always try to collect personal information directly from the student or parents or guardian.

AAS may also obtain personal information from:

- [professional advisors];
- [contracted service providers]; or
- third parties (this may include the school the student attends).

Can AAS be dealt with anonymously?

AAS requires personal information to be provided to use the Online Testing services. If a person does not provide their personal information, AAS may not be able to provide any services or communicate with them.

How will AAS store the personal information collected from students?

- Personal information collected via AAS will be stored in a secure dedicated server, located in Australia, for a minimum of two years.
- Photographic records collected and used by AAS to verify identification, will be stored until the school has received the results and are satisfied that the conditions were met, then relevant photographic records will be destroyed in a secure manner.
- In NSW, Academic Assessment Services is an eReporting organisation. As a member of the ChildStory Reporter Community, AAS staff will report any concerns regarding any potential risk of harm for a child, to the relevant reporting authority for that State.

The results of the assessments will only be disclosed to the educational institution that the parent has agreed should receive their child's data.

Students, parents and school staff do not have access to the actual tests or copies of student responses. Schools will receive detailed overviews of each student's performance on each element of the testing program.

However, it is each school's prerogative to determine what level of detail is subsequently provided to parents and / or the students concerned.

Lodging a Question or Complaint

If parent or child has a question or a complaint above how AAS has handled their personal information, they may contact AAS by emailing watson@allwell.com.au