

Retention period proctoring

Proctoring is a technique WUR uses to ensure online exams are taken on par with the WUR quality standards. It is used to determine the persons' identity and to prevent and detect cases of possible fraud. Software Secure, part of PSI Services LLC, provides these proctoring services, and is located in the USA as well as it has a proctoring facility in the Philippines. WUR's requirements on data retention are leading in the agreements with Software Secure.

Audio, video, desktop monitoring

The retention period is 3 months for this type of data. The reason for this term is this time is needed to support the process of taking an exam up to the possibility for a student to appeal against fraud.

An exam won't be proctored live due to available capacity. Especially when various courses taking exams at the same time it is impossible to proctor all exams at once. Therefore exams will be proctored within 3 weeks after the exam being taken. This is ensured with the agreement WUR has with Software Secure.

The results of proctoring by Software Secure are not an end conclusion for suspicion to fraud or fraud itself, but is input for WUR for further investigation of the allegation and formally detect fraud. WUR understands the results of this investigation can have a major effect on a student, and therefore this needs to be examined carefully. Afterwards a student has the right to appeal against the case. Up to that point all audio, video and desktop monitoring files must be available to WUR in which in exceptional cases WUR keep the data longer as part of an appeal procedure via CBE and afterwards CBHO. During this appeal audio, video and desktop monitoring files will be stored by WUR itself, and no longer at Software Secure. Of course WUR uses appropriate secured storage, in which WUR pays extra attention to security of accessing these files and its location. After ending the appeal procedure all audio, video and desktop monitoring files will be deleted as soon as this is considered final.

All audio, video and desktop monitoring files will normally be deleted by Software Secure after 3 months.

Exam information

Before proctoring can take place a minimum of profile information is needed, and consists of a full name, email address, data of exam, name of exam and after the exam took place the result of proctoring. This data is stored for 1 year after which it will be anonymized by Software Secure. This data is needed for administrative purposes and quality control between Software Secure and WUR. The purposes are to check if the amount of taken exams are correct and to check if the results are correct, and improve the level of false positives and false negatives. For example; WUR wants to improve quality of the service if there appears to be a huge amount of exams indicated as 'suspicion of fraud' or 'fraud'. If this is substantially higher than benchmarked, it helps Software Secure as well as WUR to assess our processes and improve quality.

After 1 year all exam information will be anonymized by Software Secure. This means none of the exam data will be traceable to individuals. With this measure in place this data won't be personal data under the GDPR from this point on and can be stored longer without any risk for students.