GDPR FAQs - Exam Software for Hybrid exams and assessments for the education industry

Under GDPR, one of the rights and freedoms of natural persons is the right to be informed. This means that the data subject should always be given an in-depth understanding of every way that their personal data will be processed by the Controller (the school/ Higher Education Institution) and the processor (in this case, the external vendor (AvePoint Examena) providing the digital exam and proctoring software).

What personal information do you collect?

Examena collects the minimum amount of personal information required to operate our business and deliver our services to you. If you have registered a teacher's account with us, we collect your name and your email address, what school or organization you are connected to and what subjects you teach. We also collect basic usage data, and any information you choose to share with us, for example if you email us.

If you are a student, you are invited to use Examena by your school or your teacher. For each exam, test or quiz, Examena collects the personal information you must provide before starting the exam. It could be one or several of the following: name, email address, class/course/group, telephone number or student ID number. We never use your personal information for any other purpose than to let your teacher connect your texts or answers to you.

All data collected on Examena is encrypted both at rest and in transit.

Who do you share my data with?

We never rent or sell your information to third parties.

Where is my data from Examana stored? Where and how long?

Your data will be stored separately from other client's data with its own data segregation. Our Exam platform can be deployed in any Azure Data Center across the globe mentioned in this link – https://azure.microsoft.com/en-gb/global-infrastructure/geographies/#geographies

We can make Examena available in one of the Azure data center regions of your choice.

Data captured from a student during an online exam should be kept for "*no longer than is necessary for the purposes for which the personal data are processed.*" Once it is determined that a student has not acted suspiciously, their personal data should be erased. Any such determination should occur within a reasonable time frame.

Examena will typically hold any exam video review recordings for up to 30days unless the university requests a different retention schedule.

How is my data Backed up

Critical information on the server is backed up daily, on a rolling schedule ensuring that no data is lost. Back up files are securely stored, separate from the original data.

How to obtain the Student's consent ?

Students are always invited to use Examena by their school or teacher. Any applicable consent from parents or guardians that is required according to local regulations should be requested by the school.

On Examena Welcome page, we can launch a pop-up box, asking the student for consent.

How does Examena software support accessibility.

We're WCAG A and AA compliant and we do support assistive technologies such as 3rd party screen readers too.

Our solution is pure web-based (OS agnostic) and supports the most commonly used browsers such as Chrome, Microsoft Edge, Firefox, Safari etc.

The invigilator role can adjust exam time allocations for individual students, including extending the deadline during the actual exam.

Accessibility features are embedded for students and markers. Students can change the font colour, font size, moving to high contrast mode etc. we've got the basics covered.

Who owns the tests, exams or questions produced or uploaded as a teacher?

You do.

Can I request to view or delete the personal information Examena has collected?

Yes, at least under some circumstances. Send us an email at privacy@avepoint.com and we will review your request.

Right to be forgotten, right to erasure

The data in Examena will always be encrypted however if you need to locate a student's record and PII data for a right to be forgotten or erasure request - AvePoint can run a script and locate the information needed
(for example)

- Name, email address, class/course/group, telephone number or student ID number
- Exam Records *
  * Exam Records consist of information about which exams a Learner has enrolled into, started and/or completed historically. This includes information about pass/fail information of any assessments as well as assessment scores if used.

What compliant regulations do we have at MaivenPoint and AvePoint.

AvePoint's Information Security Management System ("ISMS") and program is aligned with the ISO 27001:2013 standard and AvePoint has a comprehensive suite of security policies based on ISO 27001, ISO 27017, ISO 27701, SOC 2 Type II, CSA Star Level 2, FedRAMP, and GDPR. The security policies are grounded in the key principles of least privilege, need-to-know, least functionality, and segregation of duties, and govern facility, system, and data access. The policies are reviewed and approved at least annually and updated as required.

AvePoint's achievement of ISO 27701 certification showcases our dedication to protecting personal data and complying with privacy regulations. This certification solidifies AvePoint's position as a trusted partner for organizations seeking robust privacy information management systems. By adopting ISO standards, we empower businesses to navigate privacy requirements across jurisdictions effectively, ensuring the security of sensitive information and fostering trust in the digital realm.

As digital privacy concerns continue to escalate, AvePoint's ISO 27701 certification demonstrates our unwavering commitment to safeguarding personal data and adhering to privacy regulations. We remain steadfast in our mission to provide organizations with comprehensive privacy information management solutions. To learn more about our commitment to privacy and data protection, please visit the AvePoint Trust Center. https://www.avepoint.com/uk/company/trust-center

Our Commitment to GDPR

AvePoint is committed to protecting the privacy and security of the personal information of our customers and employees. Like many of our customers, AvePoint works hard to ensure our privacy and security programs meet the highest standards of data protection including those outlined in the EU General Data Protection Regulation.

This is not a new effort for us, but rather a continuation of an existing company commitment to transparency with our customers and employees regarding our data collection, use, retention and sharing practices. This is also a continuation of our commitment to implement appropriate technical security measures to protect all AvePoint stakeholders.

AvePoint builds on the foundation and discipline necessary to develop and support some of the leading privacy and security products in the world. As part of our Privacy and Security Program we have implemented a governance structure through which we engage senior management on data privacy and security issues, align policies, procedures and technical controls to demonstrate our process and our commitment to our customers and users, and train each of our employees on all privacy and security expectations. Further we have extended embedded privacy and security by design into our product life cycle processes, and we have implemented a program to manage third-party risk.

The implementation of such compliance driven programs is not new to AvePoint and we remain fully committed to approaching this initiative diligently with the utmost focus on securing and maintaining customer trust.

https://www.avepoint.com/company/our-commitment-to-gdpr

When performing the services with our clients in the UK, we will not transfer any personal data outside the UK. AvePoint provides its services on a global scale and as an international organization and has offices in various countries. As such, even though customers may retain their own tenant data in a regional data center of their choice, customer information may be accessed by our employees around the world on a need-to-know basis, for example in order to be able to support our customers in various parts of the services (sales, billing and payment, technical support and maintenance, fraud detection and prevention, etc.).

AvePoint processes personal data for various internal reasons, as outlined in AvePoint's Data Protection and Information Security (DPIS) Policy available at https://www.AvePoint.com/agreements/dataprotection and AvePoint's Privacy Policy available at https://www.AvePoint.com/AvePoint/privacy-policy.