

Information from the Questionmark privacy team on complying with the GDPR when using Questionmark Proctoring Online

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Introduction

This information is aimed at Questionmark customers using Questionmark Proctoring Online in Europe who want to ensure the service is GDPR compliant.

When using Questionmark Proctoring Online, the test taker takes a test at home or an office with a human proctor identifying them via their computer webcam and observing them take the test. There has recently been a series of guidance documents or statements from European regulators and one court case relating to online proctoring. The Questionmark privacy team has produced this summary information document with five steps for customers to assist them in staying compliant with the GDPR when using Questionmark Proctoring Online.

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|---|--------------|---|--------------------------|
| 1 | Legal Basis | Identify and document a legal basis under the GDPR for your collection and use of personal data | <input type="checkbox"/> |
| 2 | LIA | If your legal basis is legitimate interest, document this in a LIA (legitimate interest assessment) | <input type="checkbox"/> |
| 3 | Transparency | Be fully transparent with test takers | <input type="checkbox"/> |
| 4 | Retention | Set up and justify a video retention period | <input type="checkbox"/> |
| 5 | Requests | Set up to handle test taker requests | <input type="checkbox"/> |
| 6 | DPIA | Consider conducting a Data Protection Impact Assessment | <input type="checkbox"/> |

This document is not legal or privacy advice, it is provided for information purposes and does not address all possible issues. Each organisation should obtain its own advice based on its individual circumstances. Questionmark can work with customers on an individual basis to address specific requirements.

Compliance Steps

For general information on compliance with the GDPR with assessments, please see the Questionmark white paper [Responsibilities of a Data Controller When Assessing Knowledge, Skills and Abilities](#). Below we address some specific steps to consider for use of Questionmark Proctoring Online in compliance with the GDPR. Please consult with your own privacy team, but you may wish to consider the following points:

1. Legal Basis. Identify and document a legal basis under the GDPR for your collection and use of video personal data. For many organisations, this may be your legitimate interest as test sponsor to maintain test security and the integrity of the testing process. Some educational institutions may be able to use necessity of a task carried out in the public interest as the basis for processing.
2. Legitimate Interest Assessment (LIA). If your legal basis for using video is legitimate interest, you should make a formal document called a Legitimate Interest Assessment which records your reasoning for using video and online proctoring. This document should:
 - Identify the test security reasons to use online proctoring;
 - Explain why video use in proctoring is reasonably necessary;
 - Consider test taker rights and how these balance against your legitimate interests;
 - Justify retaining the video material for a period to review;
 - Include specific examples of cheating relevant to your organization, if possible;
 - Be reviewed at least annually.

Even if your basis of use is other than legitimate interest, it can be helpful to write an LIA as this justifies that you are being proportional in your use of personal data, and can also feed into a DPIA if needed (see below).

3. **Transparency.** Ensure your privacy policy or notice given to test takers in advance of them taking the test clearly and prominently mentions the use of video, includes the legal basis for use of video and mentions the right of test takers to object to use of video (as well as all the other GDPR requirements for personal data in general). Make sure test takers know they are being videoed during the test. In most cases this will be obvious on the test day itself, as they will turn on their webcam, but you don't want a test taker claiming he/she didn't realise. So conspicuously include this in your candidate information or test introduction.

4. **Retention.** Most customers of Proctoring Online do not record video, it's just used to monitor candidates during the test. However, there is an option in the service to retain video recordings (for example, to later review if a candidate challenges his/her test score) and if you use this option, there are several additional steps to take, including ensuring that video recordings are deleted according to your retention schedule. Please contact us for further information if you would like to discuss this.

6. **DPIA.** Under the GDPR, a data controller must conduct a Data Protection Impact Assessment (DPIA) when there is a high risk to the rights and freedoms of individuals resulting from proposed processing of personal data. Many organisations might consider that use of Questionmark Proctoring Online is routine and does not require a DPIA, but if you are testing at high volume, the most prudent course of activity would be to make a DPIA. Consult your privacy team on how to make a DPIA and you may find Questionmark's template helpful.

Further information

For further information or if you have any questions, please reach out to the Questionmark privacy team via your account manager.

You may also find the following Association of Test Publishers documents of interest:

- Privacy bulletin on privacy considerations in online proctoring (published April 2020, free of charge)
 - o https://www.testpublishers.org/assets/privacy%20in%20practice%20bulletin%209%20remote%20proctoring_v3_04072020.pdf
- Privacy Guidance When Using Video In The Testing Industry (published June 2020, available on Amazon as printed or e-book, small charge)
 - o <https://www.amazon.com/Privacy-Guidance-Using-Testing-Industry-ebook/dp/B08B2ZWM59>
 - o (Also available on Amazon in other countries)