

proLearn Privacy Collection Statement

The Learning Innovation Hub (LIH) supports the University's learning technology systems including proLearn, iLearn, iTeach, Echo360 and iShare. proLearn is an online learning management system which has been tailored for the University from an open source third party platform. The purpose of proLearn is to enhance the student learning experience at the University by enabling you to engage in coursework and to interact with the teaching staff in your unit and other students online.

What personal information does proLearn hold?

This privacy collection notice should be read in conjunction with the University's privacy policy. The University collects personal information from you when you enrol at the University and throughout your time as a student. Your enrolment information is entered into a student database so that the University can administer your participation in the courses you are accepted into and so that you may access associated services of the University. If you do not wish to provide or are unable to provide, the personal information which the University requires from you, the University may not be able to deliver the services to you that you need in order to participate in your courses. When you enrol in units which are offered in proLearn, your information collected upon enrolment, (such as your name, course and units of study). You are only able to access units in proLearn that you are enrolled in.

Automatic collection of your information

The server logs on proLearn automatically log your presence when you access a proLearn site, including the IP address, the time and duration of your access and the material you accessed. Other systems offered through proLearn, such as Echo360 and Turnitin, which are systems provided by third parties to the University, automatically log your presence, when you use those services.

Who can use and access your personal information?

Other Students

Other students enrolled in the unit that you are enrolled in can see your full name (as provided by you upon enrolment with the University), the time and date of your access in proLearn. If you choose to customise your profile, for example, by uploading a photograph of yourself, other students in your unit will be able to see it. You must take responsibility for your profile by ensuring that it is appropriate at all times and that it adheres to student guide for netiquette on the proLearn site. You may only customise your own profile. If you use functions available in proLearn to communicate with others, your conversations will be seen by other students in the unit. For example, if you use discussion forums, your posts will be visible to other students in your unit. If you participate in a workshop, your conversation will be visible to all others involved in that workshop. However, if you use the messages function and you communicate with other students or teaching staff (for example, the tutor, unit convenor or lecturer), your conversation is visible only by that person. The record of

your conversation may be accessed by an authorised administrative staff member of the University for administrative purposes. If you access systems which are provided through proLearn, but which are IT services provided by a third party, for example, Turnitin or Echo360 and you post notes or discussions online through those services, your comments may be available to those who have access to that service, including the third party service providers who enable the system and provide administrative support.

Teaching staff

The teaching staff involved in your unit, such as the tutor and lecturer, can see and participate in the available discussion forums on proLearn with you.

Unit convenor

The unit convenor is able to access the server logs on proLearn to see how you use the teaching material in your online unit. This information includes your first and last log in, how much of the course material you have looked at, how many discussion messages you have posted and read, and whether you have read your dialogue messages. Other students and teaching staff cannot see that information. In addition, some summarised information collected on the proLearn server logs may be available to your unit convenor after the examination periods.

Systems and Support staff

Authorised staff members and contract workers of the Learning Innovation Hub, administrative staff of the University and assisting IT support personnel may access proLearn from time to time to provide specific IT support or for operational or administrative purposes. The unit convenor has full knowledge of their presence however you will not know that they are there.

In the process of administering the proLearn system, your information on proLearn may be used by:

- Learning designers for the purposes of supporting staff to organise the unit;
- Departmental administrators for the purposes of supporting staff to organise the unit and assist with student enquiries;
- Technical and help-desk support personnel to assist students and staff with technical difficulties; and
- LIH administrators to ensure technical systems are running smoothly.
- Deans and Heads of Department and authorised LIH staff
- The Deans, Heads of Department and authorised LIH staff may use the information about you which is automatically collected on the proLearn server log for the purposes of identifying reported access difficulties, improving server performance and tracing any breaches of security or University codes of conduct or policy.

Authorised LIH staff also use the information automatically collected by proLearn to produce statistical analysis (on a de-identified basis) on access times and locations and for other patterns of use.

Disclosure of your personal information

Your personal information may be disclosed to IT contract service providers employed by the University for the purposes of administering the proLearn site, to the proLearn host administrators external to the University, for example to the platform provider and to other IT service providers who offer functions through proLearn. A list of additional tools and functions that you can access through proLearn, which are offered by third party IT providers is available at <https://staff.mq.edu.au/teach/learningtechnologies-and-spaces/teaching-technologies-and-tools>. This list is not a finite list and it may be updated from time to time.

Where you are directed to a non-University branded website, or where the branding of the function or tool is not of the University, then you are accessing a product of a third party and not the University. The University has contractual arrangements in place with each of the third party IT providers to ensure that your information is securely handled. If you do access those tools and functions, proLearn may disclose your name and University email address with those providers who administer the functions or tools. You can find out more about how those providers collect, hold and manage your personal information by visiting their privacy policies on their webpages.

The University will not otherwise disclose your personal information held in proLearn without your consent, except as required or authorised by law.

Security

The University has put in place security measures to ensure the confidentiality of proLearn and to ensure that your personal information is protected against loss, unauthorised access, use, modification and disclosure.

You can only access a unit which is hosted on proLearn, by entering in your username and password. Your password is confidential. No one has access to your password but you and for security reasons, you should not provide your password to anyone else.

You must not use any online teaching materials on proLearn for purposes other than your own studies. You must not copy or disclose elsewhere, teaching materials or the content of dialogues or discussions that you see or participate in as a result of your access to proLearn. If you do so, you may be in breach of University policy and/or copyright and other laws.

Contact details for complaints and other enquiries

If you wish to correct your personal information on proLearn, or if you have any concerns or questions about the information we hold about you, your privacy, security or confidentiality contact:

- your unit convenor;
- the Head, Learning Technologies and Services in the Learning Innovation Hub or
- the Privacy Officer of the University at privacyofficer@mq.edu.au