

PIA # 21-005

ClockWork

## Form A

Please review the entire form before you answer any questions. Providing more information than the questions asks, providing information answering the wrong questions, or leaving sections blank will delay Privacy Officer approval.

In the following questions, answer the open ended questions in the **bolded** prompts. Keep bold font on all answers provided. Answer **Yes / No** questions by deleting the answer that does not apply. Do not add open ended text to **Yes / No** responses.

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### Description and Scope of Information Management

Describe the purpose of your project/initiative/software. Describe a brief high level overview of the functions, who will benefit from those functions, and who will be impacted if that is not transparent. Indicate if there are groups that are restricted from use and the reason for proposed restrictions. Describe whether there are other reference documents including previous PIAs, whitepapers, or compliance documentation that may support this assessment.

**ClockWork is a data management system designed for student service units, particularly accessibility service units, in postsecondary institutions. The Access Resource Centre’s instance of ClockWork is not the cloud-based version and is instead run internally on UNBC servers (“on premise”). UNBC faculty, students, and Access Resource Centre staff will benefit and be impacted by the use of this program. Faculty will have access to view and acknowledge accommodation letters and approve, modify, and upload exam bookings and materials. ARC-registered students will have access to release accommodation letters, access notes (if relevant) and book exams. Non-ARC-registered students will only have access to the intake module, where they can register with the ARC if they require academic accommodations, and the note-taking module, where they will upload notes for students requesting a notetaker (if relevant).**

### All Elements of Information or Data

Using concise point form, please list the elements of information or data involved in the initiative, even if no personal information is involved. This could include client’s name, age, address, work/home email, work/home phone number, educational history, employment history, work

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status, health information, financial information, photos, comments on a blog, or information specific to your subject area.

**Student’s name, preferred name, and pronouns**

**Age**

**Gender**

**Address**

**Student and personal email address**

**Phone number**

**Emergency contact information**

**Educational history (courses)**

**Status (part-time/full-time, international)**

**Degree (UG, G, PhD)**

**Major**

**Program**

**Academic probation**

**Campus**

**First Language**

**Financial information (Canada Student Grant – Permanent Disability forms and associated service and equipment requests and/or agreements)**

**Referred by**

**Campus supports accessed (e.g. ASC, FNC, Counselling Services, Health Services)**

**Consent (e.g. Use of video-conferencing software, Wellness, Release of Information)**

**Health information (documentation of disability, doctor’s notes)**

**Chart notes from intakes, follow-up appointments, meetings, and email correspondence**

**Accommodations**

**The release of accommodation letters**

**Forms (e.g. Invigilation, audio-recording, or note-taking agreement)**

**Exam bookings**

**Location of Where Information is Managed**

Does the information manager, vendor, and / or service provider operate from an office outside of Canada? **No**

Does any user of the information managed in this initiative access this information from outside of Canada beyond during short-term temporary travel? **No**

Does this initiative have any components that temporarily process information outside of Canada? **No**

Does this initiative store information for operational use outside of Canada? **No**

Does this initiative back up or make additional or redundant copies of information outside of Canada? **No**

**Privacy Officer Comments, Conditions & Concerns**

This PIA is based on a review of the material provided to the Information Governance Officer as of the date below. If, in future any substantive changes are made to the scope of this PIA, the public body will have to complete a PIA update and submit for approval.

The management of personal information that could affect an individual’s reputation or right to privacy if disclosed requires Form B to be completed.

ACTIVE  
INITIATIVE