Privacy Impact Assessment

1. General Information

Organization	University of Victoria
Unit	Technology Integrated Learning (TIL)
Initiative Title	Kadenze: Online Arts and Technology Courses
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2. Description of Program

Kadenze is an art, music, and creative technology platform centered on interactive learning for online education. Kadenze has a repository of online courses offered by various institutions for students from across the world. Kadenze provides a Massive Open Online Course (MOOC) Learning environment for students interested in arts and digital learning course.

Students have access to the content of any available course and can watch lectures and participate in online forums. Students can earn University credits for Kadenze courses. Kadenze is the preeminent platform offering unque courses for students across the globe.

UVic will use this platform in George Tzanetakis' MUS X (CRN) course. Only students enrolled in this class will be able to benefit from the use of Kadenze. No other UVic students will be using the Kadenze platform in their courses. Kadenze will work with George Tzanetakis to develop dynamic lecture videos that will be hosted on Kadenze.

2.1. Use of Kadenze

George Tzanetakis and the students enrolled in his MUS X (CRN) course will use Kadenze to:
- Connect with students from around the world to collaborate, share feedback, showcase work, and work through courses together
- Watch lectures, videos, animations, demonstrations, and interviews
- Take courses on with a mobile-compatible platform
- Engage in forums to facilitate discussions around certain topics
- This collaboration provides a unique opportunity for UVic students enrolled in Tzanetkis' course

Registration

George Tzanetakis will encourage his students to use the Kadenze platform to enhance the learning experience in his course. However, no marks will be issued to UVic students based on

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their participation in Kadenze. Students may still participate in George's course without registering and participating in the Kadenze portion of the course. If George Tzanetakis' students wish to register with Kadenze, he will gain their written consent, which will provide students with written notification of the privacy risks associated with using the Kadenze platform. A user account is necessary to access Kadenze's online environment. When creating a membership, there are two options: the free Kadenze account or the Premium. The premium account is $7/month and offers the first month free, and provides a wide range of features that are absent with the free account. This $7/month fee will be *waived* for all UVic students enrolled in MUS X.

Students may sign up for the Kadenze service using monikers, aliases, and a non-identifying email. Students do not need to sign up using accurate personal information. Students will provide the instructor with their monikers or aliases to ensure the instructor can identify when a post is from a student in their class. As a result, there are three ways for a student to participate in this course:

1. Students can provide all their information and use Kadenze in the course
2. Students can use monikers and anonymized information while using Kadenze
3. Students can choose not to use Kadenze

To create an account, students must provide the following:
- First name
- Last name
- Email address
- Password

Beneath all the required fields for sign-up there is a statement that says, "By clicking on Sign Up below, you agree to our terms of use and privacy policy." It is important to note that users need to find and read through the content of the privacy policy and terms of service themselves. They are not presented with these materials for acceptance. By clicking on terms of service and privacy policy, users can read the documentation about the use of Kadenze.

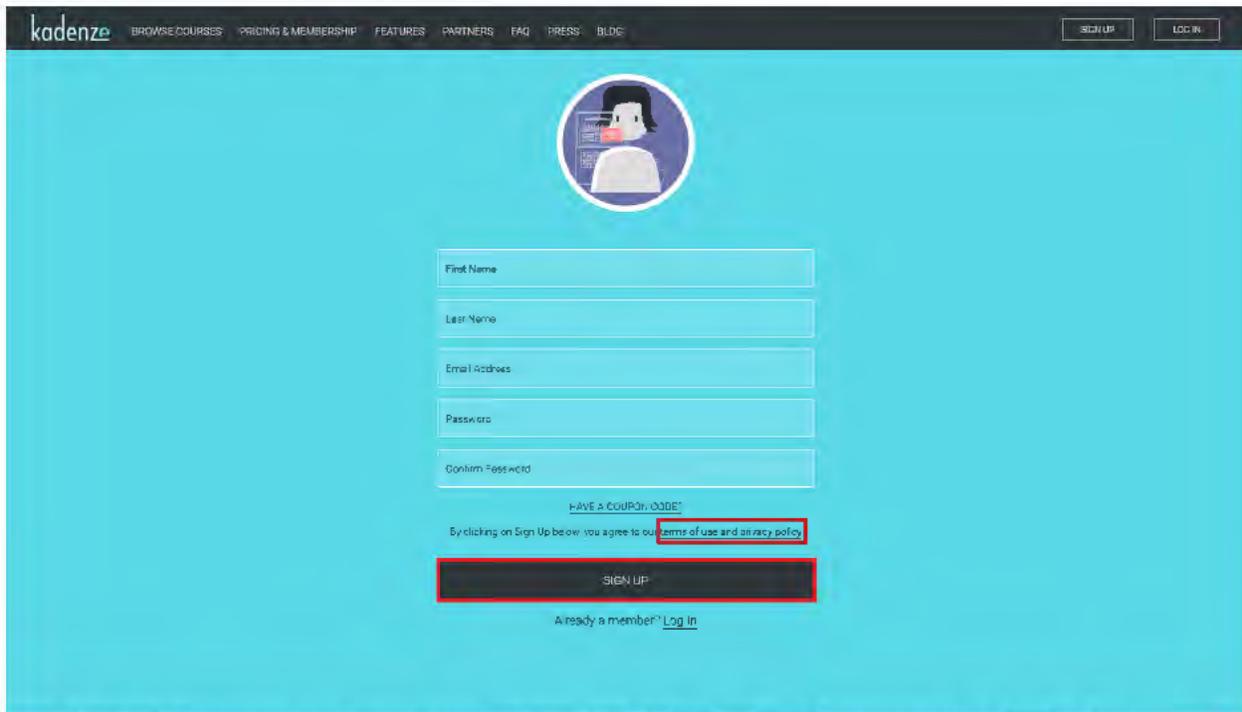Screenshot 1: Navigating to the account creation area

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Click on the "Pricing & Memberships" tab at the top of the homepage.

Screenshot 2: Selecting a free or premium account
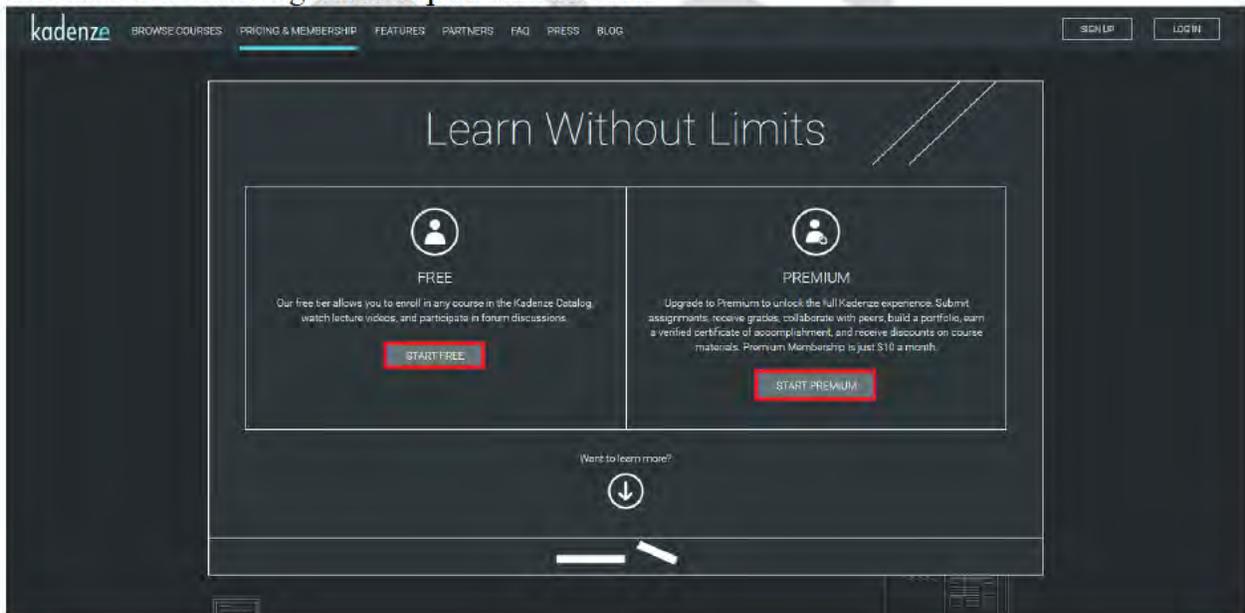
Screenshot 3: Information input for account registration

The first red rectangle is where users are notified that they will automatically accept the terms of service and privacy policy when they click "Sign Up".

2.2. Privacy Risks

Risk #	Risk	Prob	Impact	Risk
1	Data storage or access outside of Canada	H	H	H
2	Lack of legal authority to collect, use or disclose PI	M	M	M
3	Unauthorized collection of PI by authorized individuals/processes/systems	L	L	L
4	Excessive collection of PI by authorized individuals/processes/systems	L	L	L
5	Inappropriate or Unauthorized Use of PI by authorized individuals/processes/systems	L	L	L
6	Unauthorized Disclosure by individuals/processes/systems	L	L	L
7	Creation of new PI by data matching	L	L	L
8	Unauthorized tracking of individuals through transaction monitoring	L	L	L
9	Data retention beyond prescribed timeline	L	L	L
10	Risk of increased surveillance	L	L	L
11	Unauthorized use as a records repository	L	L	L
12	Public Perception	L	L	L

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3. Privacy Threshold Analysis (PTA)

The PTA questions and answers provide an overview of this project's potential privacy risks. The results of the questionnaire show a high level of potential risk. Therefore, completing a privacy impact assessment is required for this service.

1	Has a Privacy Impact Assessment ever been performed for this project or program?	No
2	What is the information classification level of information collected, maintained, or shared in any identifiable form as part of this project or service? Select all classification levels that apply. See University Policy IM7800 for detailed definitions. ☐Highly Confidential ☒Confidential ☒Internal ☐Public ☐Don't Know ☐Information is not collected, maintained, or shared in any identifiable form as part of this project or service	
3	What are the type(s) of personal, critical, or sensitive information collected, maintained, or shared by this project? Please be specific about the data elements. Please refer to Appendix 5.1 for a flow chart of student information in Kadenze. table below	

Highly Confidential	
Confidential	• Student first and last name • Email address and email communications sent to them to process inquires and requests
Internal	• Responses submitted to questions and discussion forums
Don't Know	

4	Does this project or program involve the implementation of a new electronic system or use of a new application/ software to support the creation, collection, storing, backing-up or disposition of personal, sensitive, or critical information?	No
5	Does the project apply new or additional information technologies that have substantial potential for privacy intrusion? Cloud storage by Kadenze of personal information provided by students. Kadenze will only collect PII that is submitted voluntarily by users.	No
6	Will the project involve the collection or creation of new information about individuals? UVic can opt to use the Kadenze gradebook and if they do, student grades will be created and stored in the gradebook.	Yes
7	Will personal information about individuals or sensitive/critical information be disclosed to organizations, programs, processes, or people who have not previously had routine access to the information? Kadenze will have access to this information. They do not share any PII with third parties without consent except as necessary and as follows: • Trusted business partners that are bound to confidentiality • Businesses in the case of an acquisition	Yes

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	• Similar companies in the case that Kadenze ceases operations		
8	Are you using information about individuals for a purpose it is not currently used for, or in a way it is not currently used?		No
	We will not be using the information, but individuals will use their information to create a Kadenze account. Information created while using the product that is related to an individual might be used by the university to designate class credit.		
9	Will the project collect, use, or disclose PII or sensitive/critical information for research purposes?		No
	[[If so, do you have appropriate research approvals (e.g., ethics)?]]		
10	Will the project require that individuals are contacted in ways that they may perceive to be intrusive?		No
	[[If so, how do they perceive it to be intrusive?]]		
11	Is any of the information owned by another organization?		Yes
	Note in terms of use: "By making available any User Submissions through the Service, you hereby grant to Company a worldwide, irrevocable, perpetual, non-exclusive, transferable, royalty-free license, with the right to sublicense, to use, copy, adapt, modify, distribute, publicly display, publicly perform, transmit, broadcast and otherwise exploit such User Submissions in any and all media or distribution methods."		
12	Does the project involve new or significantly changed consolidation, inter-linking, cross-referencing, or matching of personal data from multiple sources?		No
	[[If so, which ones?]]		
13	Does this project collect, access, or use Social Insurance Numbers (SIN)?		No
14	How many user records containing PII or sensitive/critical information will be stored, accessed or used? Number on the right includes one record per student or instructor.		1-1,000
15	Where will the information be stored?		
	Information is stored in a virtual private cloud (VPC) in an Sec. 21 data centre in Sec. 21 According to Kadenze CEO, Ajay Kapur, the data are backed up daily so they can be restored, if necessary.		
16	Will a third party (e.g., vendor or service provider) have access to the information?		Yes
	Yes: • Trusted business partners that are bound to confidentiality • Businesses in the case of an acquisition • Similar companies in the case that Kadenze ceases operations • Kadenze will distribute confidential information to their business partners according to their non-disclosure agreement in section 8.3 of the Kadenze master agreement		
17	Is any of the information being accessed from outside of Canada?		Yes
	Information collected is stored in a Sec. 21		

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	Sec. 21 According to their privacy policy, "In the event you terminate your account, we may retain basic contact information in the event we need to contact you about your use of the PLE Service. This information is kept strictly confidential. All other PII and Non-PII data may, at Company's sole discretion, be immediately deleted upon termination of your account."		
18	Does the IT system connect, receive, or share information in identifiable form, or PII or sensitive/critical information with any other IT systems? Yes – PII with their trusted business partners. Other than those partners, users will be notified of this information being shared. The company may also share non-PII with other third parties. Data resulting from communication between users and the website are encrypted with an Sec. 21 They currently do not encrypt PII data but intend to add encryption to email address and potentially other PII as well.	Yes
19	If there is external sharing, is it pursuant to new or existing information sharing agreements? In the Kadenze privacy policy, it states that any third party that has access to PII is bound by confidentiality. The agreements are explained in the master agreement with institutions.	Existing

4. Assessment

Before UVic students enter the Kadenze environment, the instructor using the service will collect student consent either electronically or by paper. The instructor will retain hard-copies of the students' consent for 1 year.

The consent text will outline the risks involved with using a non-FIPPA compliant service. Such risks include the collection and retention of personal information outside of Canada. Information collected includes: first and last name, email address, and posts to forums. The consent text will also note that students can request to be deleted from the Kadenze system however, students' contact information will be retained. At the end of the course, the instructor will inform students that Kadenze will allow students to request the deletion of their contributions to the UVic Kadenze course. The consent text will notify students that the UVic Kadenze course will be available to all Kadenze members and as a result, UVic student posts may be received by a larger audience than just their UVic classmates.

Although students can participate in the UVic Kadenze course via forum posts, these posts are not marked or required. Students can earn full marks in the UVic course without engaging in the Kadenze portion of the course. Kadenze records of student participation will not be used for any academic purpose at UVic.

The "My Gradebook" feature in Kadenze will be visible however, Kadenze will not be used as a grading platform, and there will be no marks stored in Kadenze. The instructor will use Excel as the grading platform for the course. Due to no marks being stored in Kadenze, there will be no

connection between Kadenze and CourseSpaces or Banner. Students will also not be able to sign into Kadenze using CourseSpaces.

All videos uploaded to the UVic Kadenze course will be intellectual property of George Tzanetakis. Students will not be performing or placing assignments on Kadenze. There will be no live video of the classroom on Kadenze either.

This course is not required for UVic students to earn their degrees.

According to the FIPPA section 27(2), the terms of service should include the purpose of the collection of the information, the legal authority for collecting it, and the title, business address and telephone number of an employee who can answer an individual's questions about information collection.

By notifying the students of the risks associated with this non-FIPPA compliant service and gaining their consent to use it, the University is doing the due diligence required of it by current privacy legislation.

In compliance with FIPPA (Section 30), personal information in the custody and control of UVic will be protected by making reasonable security arrangements against potential risks, such as unauthorized access, collection, use, disclosure, or disposal.

Additionally, under FIPPA (section 26), UVic will collect personal information as it relates to the teaching and learning activities of the public body, and use that information only if

> 26 (c) the information relates directly to and is necessary for a program or activity of the public body, and,

> 26 (e) the information is necessary for the purposes of planning or evaluating a program or activity of a public body.

Any personal information that is not compliant with its stated use is prohibited under FIPPA (sections 26 and 32). To ensure compliance with UVic policies and FIPPA, Kadenze's Terms of Use and master agreement will outline its acceptable uses. Existing UVic privacy and security policies also apply to Kadenze.

In summation, the President of Kadenze has emphasized flexibility with our needs and requirements. This is a great opportunity for UVic students, and George Tzanetakis.

5. Appendix

5.1. Flow of UVic Student Information in Kadenze

Flow of UVic Student Information in Kadenze

Registration: first name, last name, email

Posting

Students register with accurate personal information

Students register with monikers and non-identifiable information

Students choose not to participate in Kadenze course

Students post in forums/blogs

Kadenze

Kadenze

Kadenze

Remains in Kadenze servers even after account deletion

Remains in Kadenze servers even after account deletion

Students can choose to delete posts, once the course has ended