

From: [Charles Mabbett](#)
To: [Hamish McNeilly](#)
Subject: RE: My questions
Date: Wednesday, 13 May 2020 2:47:09 pm
Attachments: [image001.jpg](#)
[image002.jpg](#)
[image003.jpg](#)
[image004.png](#)

Hi Hamish,

Until you get a more consider reply from us on this media enquiry, you could say that the Office of the Privacy Commissioner has been approached for comment.



We need to look more closely at the terms and conditions to see if the software complies with the Privacy Act. There will be challenges for all organisations in adopting new social distancing practices in order to manage the Covid-19 risk, and this includes educational institutions. It is important that organisations do their due diligence on the new solutions available in this changed environment to ensure that the impact on the privacy of individuals is minimised.

Charles

Charles Mabbett
Senior Communications Adviser

Office of the Privacy Commissioner Te Mana Mātāpono Matatapu
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From: Media
Sent: Wednesday, 13 May 2020 11:52 am
To: Hamish McNeilly <hamish.mcneilly@stuff.co.nz>
Subject: RE: My questions

I'll see what we can do. I've noted the privacy related FAQs which appears to address the questions we would ask:

Q.12 How will my privacy be protected after I download the software?

A. The University's Privacy Officer, Deputy Privacy Officer and IT Assurance and Cybersecurity Office have worked with ExamSoft and completed assessments to ensure privacy and data security provisions are appropriate. [ExamSoft's Privacy Policy can be accessed here.](#)

Can Exemplify access my personal files and information when I install it on my computer?

No – Exemplify does not access your personal data stored on your computer, including your files, social media information and browser history.

Some system files do need to be accessed to allow Exemplify to lock down access to other applications while you take an examination, but these are reverted to previous settings upon completion of the examination.

Some identifying information is also collected as part of examination administration and to ensure examination integrity. Such information typically includes: makes and models of computers used by exam takers, device identification numbers, types and versions of software used by exam takers, and security and software performance related information, such as keystroke data collected during examinations.



Can Exemplify monitor me when I am not taking examinations?

No – Exemplify does not access your computer camera, microphone, keystroke data or files, or otherwise interact with your computer to lockdown other applications, except during examinations.

Charles Mabbett
Senior Communications Adviser

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From: Hamish McNeilly <hamish.mcneilly@stuff.co.nz>
Sent: Wednesday, 13 May 2020 11:38 am
To: Media <Media@privacy.org.nz>
Subject: Re: My questions

Ok, but we are planning on publishing this afternoon.

Hamish McNeilly

Reporter

E hamish.mcneilly@stuff.co.nz | **M** 027 458 4605
8 Stafford St, Dunedin, 9016, New Zealand





On Wed, 13 May 2020 at 11:36, Media <Media@privacy.org.nz> wrote:

Thanks Hamish. I'll see what we can respond with. It may take sometime because I'll need to get input from our policy team (maybe by tomorrow).
Charles

Charles Mabbett
Senior Communications Adviser

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From: Hamish McNeilly <hamish.mcneilly@stuff.co.nz>

Sent: Wednesday, 13 May 2020 11:34 am

To: Media <Media@privacy.org.nz>

Subject: My questions

Morena,

Below is the Otago Uni email, and my questions.

1. Are you concerned by the use of this technology for students sitting exams online?
2. Any advice for students?
3. Is this the first such case of AI being used for online exams in NZ?
4. Anything else you would like to add?

Kind regards,

This email is to advise you of the format for the Semester One final exams, which will be different because of the Covid-19 pandemic - but the exams will still be held in the scheduled **Semester One examination period of 3-17 June.**

The papers' exams this email refers to are:

ACCT211, ACCT222, ACCT233, ACCT302, ACCT315, ACTP311, ACTP411, BLAW211, CELS 191, CHEM191, HUBS191 and PHSI191.

All these **competitive entry** and **accreditation Semester One final exams** will involve you sitting exams on **your own laptop/desktop** computer using ExamSoft's **app Exemplify** with remote invigilation (supervision of every student during their exam).

ExamSoft has more than 1400 clients worldwide, including all the Ivy League medical schools - e.g. those at Harvard and Yale universities.

We appreciate this email contains a lot of information, but please read it carefully because it is vital for your exams. If after reading this email you would like more information, please visit this [website](#) for training on downloading the app, downloading the preparation exams, and starting and completing the preparation exams, along with other information.

Based on your answers to our recent survey, your laptop/desktop computer and internet connectivity will meet the requirements for using the app Exemplify and you should not experience any problems. You can [follow this link](#) if you want to confirm you meet the system requirements.

Please note that you only need internet connectivity for downloading and uploading your exams and verifying your identity just before your exams - you will be completing your exams offline.

Please follow the next 3 steps to get ready and prepare using the Exemplify app

Step 1: Download the app Exemplify

Today you will receive an invite to your University student email address from ExamSoft exambot@examsoft.com to join your peers, register and download the app - you will be directed to the University's logon page and will use your existing student email address (e.g. username@student.otago.ac.nz) and password to login for the first time.

Step 2: Complete the mandatory Computer Compatibility Preparation Exam

This exam checks your laptop/desktop computer camera and microphone will work with the app. This exam takes less than 10 minutes and you can do it up to 99 times if you want.

During this first interaction with the app, a baseline photo will be taken of you, and used to verify your identity for each upcoming exam. Please use [this link](#) to make sure you meet the requirements for the baseline photo.

The Computer Compatibility Preparation Exam will be available for download on the dashboard (home page) as soon as you have logged into Exemplify. The password for the exam is **PrepExam1**

Step 3: Complete the second mandatory Content and Features Preparation Exam about the app's features

This exam will be available by midday Thursday 14 May. You will receive an email to your University student email address from exambot@examsoft.com saying the Content and Features Preparation Exam is available for download. Then, soon thereafter, you will receive an email to your University student email address from exambot@examsoft.com with the **password** for this exam. The same process will be followed to release your actual exams. If you cannot find these emails, please **check your email junk/spam folder**.

This Preparation Exam lets you practise using the features in the app you will use during your real exams - this exam **is not based on your course content** and will take about 15-30 minutes. You can also do this preparation exam up to 99 times if you want.

Exam timetable

You will receive the exact dates and times of your exams in the timetable section of your eVision portal. The exams will take the usual length of time, unless otherwise specified, i.e. a three-hour exam will still be a three-hour exam. We are working as hard as we can to have your exact exam dates available to you soon, and we appreciate your understanding during these unprecedented times.

Penalties for breaking exam rules

We know you have worked hard to get where you are so invigilation (supervision) is important to us. The invigilation file - recording of you during your exam - is reviewed for any abnormalities using an artificial-intelligence system that analyses your activity, gaze, background noise, and more. A person will review unusual activity and issues will be referred to our University.

Penalties for breaking exam rules include getting a zero mark for your exam, being disqualified from your paper, having your other passes during the semester cancelled, or being excluded from our University - please see our [Student Academic Misconduct Procedures](#) and [Academic Statute 2011](#).

We recommend that you complete the three preparation steps above by Monday 18 May, to ensure that you are prepared ahead of your exam, and if you experience any difficulties, we have time to help you resolve them.

If you have any concerns or questions that are not answered by the [Frequently Asked Questions or training material on the website](#), please contact [AskOtago](#), seven days a week between 7am and 11pm New Zealand time:

Phone: 0800 80 80 98 or 64 3 479 7000

Email: university@otago.ac.nz

[Online chat](#)

Please be kind to yourselves and others,

Take care,

Deputy Vice-Chancellor Academic
Professor Pat Cragg

Hamish McNeilly

Reporter

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