

## COVID-19 Response

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# Privacy by design



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## Test-Taker's Privacy

Maintaining Test-Taker's privacy is at the core of our product, not an afterthought. Our automated systems are designed to be less intrusive than hosting human proctors, virtually monitoring you taking your exam in your home. With our Learning Integrity Platform, only approved administrators, are allowed to access your data.

Find out how test-taker's data is transferred and stored with **zero-knowledge encryption** on our [data security](#) page.

**Third Party Audits**

Proctorio engaged a leading information security consulting company to perform a Security Assessment of our software and cloud environment.

Proctorio appropriately implements Zero-Knowledge Encryption, the extension is adequately hardened to resist tampering, and video and audio exam recordings are stored in the proper geographical regions based on the institution in accordance with local privacy and security laws. The regions tested include USA, Canada, European Union, Middle East and Australia.

To learn more about this security audit please [read the full public audit and report](#) or [visit our data security page](#).

READ THE FULL REPORT

## Recognized for Prioritizing Privacy

Proctorio has been recognized by The IKeepSafe Coalition for meeting the highest data security and privacy standards, allowing Proctorio to be the first and only remote proctoring software to earn the iKeepSafe certification. Proctorio's certifications include: Family Education Rights and Privacy Act ([FERPA](#)) , Children's Online Privacy Protection Act ([COPPA](#)), and we're [California Student Privacy Certified](#). These certifications are given by The Internet Keep Safe Coalition, who review education based software companies to make sure that they are doing everything in their power to keep students' information safe. [Proctorio is also GDPR compliant](#).



Proctorio has, also, proudly signed the [Student Privacy Pledge](#) and has been a continuous

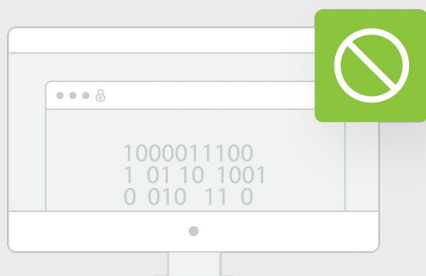
facilitator in discussions, surrounding the increase and improvement of the security of test taker's data and privacy.

To learn more about student privacy in the world of remote proctoring, there is a [public ATP bulletin on the subject](#). This bulletin has been issued by their privacy subcommittee, which Proctorio is a member of.

We appreciate and respect that remote proctoring solutions raise privacy and security concerns for our test takers. However, we also know the value of exams with upheld integrity to ensure the validity of online courses and degrees. With that in mind, we are extending every possible effort to ensure our students' privacy and comfortability while using our product.

## Never Collecting Data We Don't Need

Proctorio never requires personally identifiable information (PII) to use our software. You simply sign in to your testing platform with your institution's credentials and access your assessment. The only time we record you for your exam is if and when your instructor chooses the video or audio recording option for your assessment.



Proctorio, also, runs as a browser extension. This means there is no native software, with full access to your computer system. Proctorio only runs during your exam. As soon as you've finished the exam, you can uninstall Proctorio to give you ease of mind. Just reinstall the browser extension before your next online exam.

## Browser permissions

The following are the browser's policy settings and permissions that Proctorio has to use to operate effectively.

Add "Proctorio" ✕

**It can:**

- Read and change all your data on the websites you visit
- Display notifications
- Modify data you copy and paste
- Capture content of your screen
- Manage your downloads
- Identify and eject storage devices

Cancel
Add extension

However, Proctorio does not use all of their settings or permissions to run most of the exams. These permissions are also determined by the settings enabled by the instructor.

### **Browser Permission    What and why?**

Read and change all your data on the websites you visit	This only occurs during an exam and is a method to ensure that test-takers aren't able to infringe academic integrity with the use of third party sites.
Display notifications	We may display a popup notification while you are in the exam in the case that you navigate away from the exam.
Modify data you copy and paste	We don't read/collect the contents in the user's clipboard. Instead, during the exam, we replace the clipboard text with our own to prevent exam content distribution.
Capture content of your screen	This recording setting only runs during the exam and is only visible to exam administrators to review once the exam is submitted. This is used to make sure that no unauthorized online based resources were used during the exam.
Manage your downloads	Downloads will only be prevented during the exam.
Identify and eject storage devices	Storage devices are detected and identified during the exam. But we do not eject storage devices.
Manage your apps, extensions, and themes	We do not manage the themes of your device. But we do manage extensions and applications that may hinder Proctorio from operating properly.
Change your privacy-related settings	We use it to temporarily block the browser's "password" fill option during the exam.

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Questions regarding data storage, recovery, and deletion should be directed to:

Proctorio

6840 E. Indian School Road

Scottsdale, Arizona 85251

Email: [security@proctorio.com](mailto:security@proctorio.com)

## Experience the difference Proctorio can make

GET STARTED

### Platform

Exam Monitoring

Content Protection

ID Verification

Plagiarism

Data Analytics

### FAQs

### Support for Test Takers

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### Customers

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Certification

Proctorio serves to improve lives by increasing access to quality education. Developing new educational technologies while protecting academic integrity allows institutions to securely deliver high-quality learning to more people than ever before.

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English (United States) ▼

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