

Brightpath privacy policy

Brightpath and your personal information

This document sets out how Pairwise Pty, trading as Brightpath Assessments, collects personal information, holds it, uses it and who it may be disclosed to. It explains what information we may collect from you when you use our website or the Brightpath system. It also sets out how you may correct your personal information or complain about a breach of your privacy. This document may be amended from time to time.

What kinds of personal information do we collect and how?

The personal information we collect depends on your relationship with us—whether you are a student, teacher, (other) client – and the relevant products or services. It may include:

- personal details such as name, staff email address, phone number
- your website registration and login information and government-related identifiers and information such as student number
- your testimonials, feedback and complaints.

Student, staff and school information required for use of the Brightpath system is set out in a data specifications document (available on request for those who do not already have access to it).

By default, we only collect information that is required for usage of Brightpath. However, if you supply unsolicited information (e.g. issue reports, email correspondence) we will not disclose such information to third parties. Similarly, if we solicit information via surveys or other means, we will not disclose any such information to third parties.

In general, we do not use information for purposes other than as required for usage of our services. When you use our services, though, we may create statistical data from your data and usage of our services, including through aggregation. We may use such information for our own internal purposes, such as to provide and improve our services, to develop new services or product offerings, to identify business trends, and for other uses we specifically communicate to you. We will not disclose any such data to third parties.

What is our approach to collecting personal information about students?

We collect, host, store, and display information about students and work samples from students for the purpose of showing student work back to teachers at your school in the Brightpath web application. Schools, and where applicable agencies, remain custodian of students' performances and we take teachers' use of the system as permission to store it etc. for the purpose of assessing and reporting. We display information to users with permissions as per relevant agreements.

Why do we collect the information and how do we use or disclose it?

We collect, hold, use and disclose your personal information:

- to deliver our educational assessment and reporting services including our consultancy services and professional development programs, such as testing, assessments and training;
- to conduct our promotional activities (including through our website) in relation to schools or agencies;
- to develop and enhance our products and services;
- to conduct research for the purpose of planning and developing our product strategies;

Any use of data for research outside the scope outlined above will be subject to applicable ethics application processes through a University and/or agencies and/or relevant agreements.

Who do we disclose your personal information to?

We will not provide such information to any third parties unless you have provided your consent (e.g. to provide data to an agency related to the school) or except where it is necessary to provide the service. In the latter case, data will be provided to third parties securely. We only collect information about teachers and students for use of the Brightpath application from third parties if you have opted to use the service through an organising agency, which we will take as consent to collect the information.

We may disclose your personal information (including, in certain limited circumstances, your sensitive information):

- where we are required to do so by law, or to government agencies, or individuals appointed by government, responsible for investigating and resolving disputes or complaints concerning our products or services.

How do we hold your personal information and keep it secure?

Personal information in the Brightpath system is stored in third party secure servers located in Sydney, NSW, Australia. The Brightpath Terms and Conditions contain further detail including requirements of users for the protection of security.

How can you seek access to, and correction of your information?

Most information stored in Brightpath can be changed locally by school staff or others with appropriate administration rights.

If necessary, you can request access to your personal information by writing to us or contacting us at any time at the details below. We will need to verify your identity before we can give you access. We will promptly acknowledge receipt, and we will endeavour to deal with and respond to your request within a reasonable time.

You will not be charged for making a request for your personal information. However, we may charge a fee to provide your information to cover administrative costs (including for supervised inspection). We will inform you of any fee at the time your request is made.

If you think that any personal information we hold about you is inaccurate, incomplete, out-of-date or irrelevant, you may ask us to correct it. We will take reasonable steps to correct it unless we disagree with your reasons. If we refuse to correct your personal information we will give you a written explanation why.

REVISION HISTORY

Revision 3.0. 15/03/2021