

Privacy Information Statement - ClickView

What is a Privacy Information Statement?

When a digital service or application is utilised as part of the teaching and learning curriculum, the school requires your consent to allow collection, use and disclosure of your child's personal information including when data is transferred and held in cloud-based storage offshore, outside Australia. The following Privacy Information Statement provides information about the application to allow informed consent to be provided.

What is ClickView?

ClickView is an educational video learning platform, used to make learning more engaging and effective. It allows teachers and students to view videos on a wide range of subjects with lesson plans and workbooks to complement the videos.

What data is collected?

Staff and students are automatically granted access if they are in the school's Active Directory groups that are synced via the Single Sign On, SSO that has been set up between the department servers and ClickView. Student information collected by the platform includes full name, email address and roles e.g.: student or teacher and school name.

How is the data used?

ClickView states in their Privacy Policy that the personal information is collected to deliver, improve, and personalise user experience on the platform which aligns with the original purpose of collection. Additionally, ClickView keeps personal information confidential and only shares it when it is legally required by a court or regulator, necessary for services like web hosting or platform support under strict privacy terms and share student data with their school for legitimate educational purposes.

Is the data secure?

The department has conducted a security assessment on ClickView and understands the range of technical security controls ClickView implements. ClickView states in the Privacy Policy that it uses strong security measures and complies with the Australian *Privacy Act 1988*, including the Australian Privacy Principles which are similar to the

Information Privacy Principles outlined in Schedule 2 of the Northern Territory's *Information Act 2002*.

Who has access to the data?

Authorised ClickView personnel may access personal data to provide support, maintain the platform and ensure compliance with legal obligations. School IT administrators who configure and manage the SSO integration via the Active Directory can access user data for account management and monitoring. ClickView may engage third-party providers, but these parties are bound by strict confidentiality and data protection agreements.

When is the data deleted?

ClickView states in their Privacy Policy that they will delete personal information when lawfully requested or directed to do so by an Educational Institution. They may keep and use personal information if needed to follow laws, resolve issues, or enforce their agreements. ClickView may also use anonymous data to improve their services and analyse performance.

Where is the data?

The data is hosted in Amazon Web Services in Sydney, Australia.

Further Information

<https://www.clickvieweducation.com/en-au>

<https://www.clickvieweducation.com/en-au/legal/privacy-policy>

Department of Education and Training privacy information:

https://education.nt.gov.au/_data/assets/pdf_file/0020/1350092/information-privacy-policy.pdf

For further information on the Northern Territory Information Act and Information Privacy Principles:

<https://infocomm.nt.gov.au/>

Feedback regarding the Department of Education and Training's management of this service can be made through your school or the *Make a complaint about a school* website:

<https://nt.gov.au/learning/primary-and-secondary-students/make-a-complaint-about-a-school>