

Privacy Information Statement – Qualtrics

What is a Privacy Information Statement?

When a digital service or application is utilised as part of the teaching and learning curriculum, we require 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 Qualtrics?

Qualtrics is an online survey tool which is intended to be utilised by corporate staff to conduct surveys and questionnaires, with school staff and at times parents of students. Surveys conducted in Qualtrics may relate to topics such as customer experience, research and analysis, wellbeing at work and diversity, equity, and inclusion.

What data is collected?

Personal information is collected to register an account and throughout use of the service. Personal data collected for account registration is name, address, phone, email, employer details, and payment details. The Qualtrics privacy statement does not apply to personal data collected by the customer (account holder) when using the Qualtrics Services. All data captured within the use of Qualtrics is owned by the customer, Qualtrics is only the data processor.

How is the data used?

Qualtrics require personal data to deliver goods and services. Surveys that will be conducted are to refrain from collecting any personal identifying data. This service is not directed to users below the age of 16 years.

Is the data secure?

Qualtrics state their servers are protected by high-end firewall systems and scans are performed regularly to ensure that any vulnerabilities are quickly found and patched. Access to personal information is monitored and audited for compliance.

Who has access to the data?

Department of Education corporate and school staff who conduct surveys within Qualtrics. Employees of Qualtrics and third-party service providers within the Global Qualtrics Group, consulting, and other related services. Qualtrics state a condition of employment is contingent upon police and working with children checks. Access is restricted to specific individuals who have a need to know for such information.

When is the data deleted?

Qualtrics state they store personal data for as long as required for the performance of contractual obligations. Account holders can request in writing for the deletion of personal information and removal of account once no longer required.

Where is the data?

Qualtrics use a cloud-based platform hosted in an Amazon Web Services environment in Sydney Australia, with backup data transferred to geographical separate data centres.

Further Information

<https://www.qualtrics.com/strategy/>

<https://www.qualtrics.com/privacy-statement/>

Education privacy information:

[Department of Education Privacy Policy](#)

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

[Home | The Office of the Information Commissioner Northern Territory](#)

Feedback regarding the Department of Education's management of this service can be made through your school or the [Make a complaint about a school | NT.GOV.AU](#)