

KCDS VIRTUAL SERVICES | PRIVACY AGREEMENT

1. WHAT INFORMATION IS STORED?

The following information is required to create a user account:

- First name
- Last name
- Email address

Additional information is collected as you use the system:

- Usage statistics
- Activities and page views
- Course completion
- Course information (e.g. quiz results or uploaded files)
- Private messages, including attachments
- Notes
- Discussion forum data (e.g. posts or replies)
- User profile information, including profile and cover images
- Attendance and attention
- Other technical statistics (e.g. website statistics and data, such as analytics, cookies, and HTML5 Local Storage).

Emails may be sent to the email address you used to sign up in order to administer your account, relay information, or provide notifications of system activities. These emails are required for proper account functionality and cannot be disabled without deleting the account entirely.

When entering information in Job Search Workshops, data may be transferred to other domains, owned by ETHOS Career Management Group Ltd. via SSL encrypted communications, in order for the workshop to function properly (e.g. generate documents such as completed cover letters). All domains adhere to the same privacy and data integrity standards outlined below.

All system files and data are located exclusively within Canadian datacentres hosted by Digital Ocean. LMS data is accessible only to logged in users of the LMS system with specific user capabilities.

2. WHO CAN SEE MY INFORMATION?

Staff members and authorized third party contractors of KCDS that can see your information appear as *Instructors, Facilitators* and *Managers* within the system. Other clients using the system cannot see your information, except for your basic profile when you participate in discussion forums. *ETHOS Administrators* within the system are authorized employees of ETHOS Career Management Group Ltd. (the company that developed this e-learning platform). All the staff members mentioned here have completed BC Government privacy training and have signed non-disclosure agreements.

Information, as outlined above, is retained indefinitely, except if your account is deleted (with some exceptions – see below). There are two ways to delete your account:

- A staff member (Facilitator, Manager, or ETHOS Administrator) deletes your account from the system's back-end administration interface
- You delete your own account by signing-in and taking appropriate actions on the Account page (accessible from the user dropdown menu).

Both ways of deleting your account will remove the majority of its data permanently and irreversibly, with the following exceptions:

- information sent directly between users, such as Private Messages
- discussion forum posts, topics, and replies created by you
- analytics and usage information unrelated to course completion
- SMTP logs and other records of automated emails sent to the email address associated with your account

3. HOW IS THIS INFORMATION USED?

The primary purpose of accessing your data on the system is for your Employment Counsellor (and/or staff you are working with at KCDS) to monitor and support your progress through the system's resources (e.g. modules, courses, workshops, forums). If you are a WorkBC Client, some of this information may be used to document your progress through the program and towards sustainable employment, by adding updates to your WorkBC Case file.