

1.0 Purpose

This document sets out SKG's policy on student records, including the collection, use, disclosure, and retention of personal information of students.

The policy applies to all SKG students and employees.

SKG is not subject to Ontario's Freedom of Information and Protection of Privacy Act. SKG is committed, however, to meet the intent of this legislation to provide access to information and to ensure the appropriate protection of personal privacy.

This policy is affiliated with SKG's policy concerning Access to Information and Protection of Privacy.

2.0 Definitions

"Director of Academics" means the President of SKG, or an individual designated by the President, who is responsible to administer SKG's academic mission, regardless of the title of that position.

"External disclosure" means disclosure of personal information to someone who is not affiliated with SKG, and generally encompasses third parties.

"FIPPA" means Ontario's Freedom of Information and Protection of Privacy Act.

"Information and Privacy Officer" means the senior employee in SKG responsible for access to information and protection of privacy with respect to records in SKG's custody and control, regardless of the title of the individual's position.

"Instructor" means an employee of SKG who is responsible for teaching, evaluation, academic supervision, and/or related activities for credit and non-credit courses, and/or responsible for evaluation of students in any other activity that is part of SKG's academic mission. It includes all such employees, whether faculty members or contract employees.

"Internal use" means the use of personal information by other SKG employees or service providers.

"SKG" means Shingwauk KinooMaage Gamig.

"Student" means any person who is a prospective applicant, applicant, registrant, graduate, or non-graduate of an academic program or course of SKG.

- "Applicant" means any person who applies to SKG for full-time or part-time study in an academic program.
- "Prospective applicant" means any person who submits personal information to SKG in order to receive information about its programs.

“Third party” means an entity or person that is not affiliated with SKG. Examples may include a parent or guardian, police, employers, media, or companies.

3.0 Principles

SKG will take every reasonable step to protect the privacy and confidentiality of the information contained in students’ records. SKG shall refuse to disclose personal information to any person other than the individual to whom the information relates where disclosure would constitute an unjustified invasion of the personal privacy of that person or of any other individual.

All SKG employees must respect the confidential nature of the student information which they acquire in the course of their work.

Within SKG, instructors and other employees are given access to information contained in student records on a need-to-know basis – in other words, information can be shared/used internally with others whose duties and functions require them to have that information.

As a general rule, SKG shall follow the principle of “data minimization.” This is defined as collecting the minimal amount of personal information that is required to accomplish a legitimate interest of SKG.

4.0 Student information

A student’s record may contain all or some of the following types of personal information:

- Biographic personal information (examples: name, home address, address while enrolled at SKG, email addresses, telephone number, citizenship, Indigenous self-identification, social insurance number, video or photograph, gender, student ID number);
- Basis of admission information (examples: application, previous studies/academic information, test results, letters of recommendation);
- Enrolment information (examples: current or past programs of study, courses taken, terms attended);
- Information related to requests for academic consideration or petitions or appeals filed by the student;
- Health information in support of requests for academic consideration, financial appeals, or requests for accommodation;
- Financial information (examples: tuition, fees, payments, credits);
- Awards (scholarships/prizes are of public record and bursaries are private unless authorization for disclosure is received by the student recipient); and
- Academic performance information (examples: results on exams or tests, grades, averages, academic credentials obtained, distinctions, sanctions).

Personal information is also collected to facilitate the student experience, in the course of SKG business, for advancement (fundraising) purposes, and for the purpose of statistical reporting to government agencies.

Personal information may also be used by SKG, its authorized agents, approved researchers and/or the government for statistical research purposes.

5.0 Access to student information

5.1 Students' access to their own information

Students will normally have the right to access their own personal information in their student records, with some exemptions and exceptions to disclosure that are consistent with Ontario legislation.

Students wishing to access their official hard-copy file must provide five to seven business days' notice to support the file being reviewed and materials produced. A fee may be charged (in addition to the charge for an official transcript if ordered) to cover the cost of preparing the file. Requests should be made to SKG's Information and Privacy Officer.

The original file shall not be released to the student.

Evaluative or opinion material must be redacted (lines and/or pages removed) from the file before access is permitted to the student. This includes material compiled:

- For the purpose of determining eligibility or admission to an academic program of SKG;
- For the purpose of determining eligibility or suitability for the awarding of a scholarship, bursary, or other form of financial assistance; or
- That is medical or other health information where the disclosure could reasonably be expected to prejudice the mental and physical health of the individual.

Some student records may be withheld from disclosure to a student who is under academic sanction (see below).

5.2 Transcripts

A student is entitled to an official transcript of their academic record upon payment of the current fee unless there is a sanction in effect (see below).

The student's transcript shall not be released to a third party without the student's permission.

5.3 Third-party documents

Documents received from other institutions and organizations on behalf of the student for admission and/or transfer credit purposes will not be re-issued by SKG to the student and will not be sent elsewhere at their request.

Please see also the section of this document concerning sharing of information with Algoma University.

5.4 Sanctions and students' access to their information

SKG will apply sanction to students who have not made payment, or suitable arrangements for payment of their account.

Sanction will also apply to students who have been trespassed from campus for non-academic violations.

Sanction will prevent one or more of the following, with respect to release of information:

- Release of grade and/or examination results,
- Release of transcripts, and/or
- Release of a degree or diploma.

5.5 Correction of inaccurate information

Students have a right to request correction to inaccurate information contained in their student records.

Where a correction is requested but not made, students may ask that statement of disagreement be attached to that information.

6.0 Disclosure of student information

Information contained in student records that is not public information (as addressed below) is considered to be personal information. Personal information contained in student records is only disclosed in accordance with the directions of relevant sections of the *Freedom of Information and Protection of Privacy Act*, and SKG's policy based on that legislation. Except in limited circumstances outlined in *FIPPA*, SKG shall not disclose personal information other than to the individual to whom the information relates. Personal information must not be released except in accordance with this policy.

6.1 Public Information

The following is considered public information and may be released to third parties over the telephone or in writing without obtaining the consent of the student:

- Degree(s), diploma(s) or certificate(s) conferred, including specializations, and graduation date; and
- Awards granted at the graduation ceremony and published in the convocation program.

6.2 Address information

Addresses and telephone numbers may be used by SKG employees to contact students about SKG-related matters. This information is considered confidential and is not released to third parties except in emergency situations or in accordance with other sections of this policy concerning disclosure.

Student organizations may request lists using SKG email addresses for selected groups of students. These requests will only be approved if the addresses are to be used for a purpose

that is consistent with the objectives of SKG. Requests from student organizations should be submitted to the Information and Privacy Officer for consideration.

6.3 Disclosure to SKG employees and internal use

SKG employees who require access to student information in order to perform their duties are allowed access to the student record.

SKG's Information and Privacy Officer shall establish guidelines for employees' access to student information and ensure that processes are established and maintained to ensure that access to student information is restricted to employees in accordance with access needed to perform their duties.

All departments of SKG must ensure that appropriate physical and electronic security precautions are in place to safeguard all personal information in their custody.

Instructors have access to class lists but do not normally have access to personal information such as grades and academic standing. An instructor's request for student information must be approved by the Information and Privacy Officer. The Information and Privacy Officer must establish that the instructor requires access in order to perform their duties before giving approval for disclosure.

6.4 External disclosure

Personal information may be released to:

- Third parties with the student's written consent;
- A police officer or officer of the court on the presentation of a court order;
- A federal or provincial government authority in order to comply with a lawful requirement, including Statistics Canada and the Ministry of Colleges and Universities;
- Collection agencies where a student has an outstanding SKG account requiring assistance in collection; and
- Other parties for the purpose for which the personal information was obtained or compiled or for a consistent purpose.

When personal information is released to third parties without the student's consent, supporting documentation for the release of the record must be kept in the student's file.

Please see also the section of this document concerning sharing of information with Algoma University.

6.5 Emergency disclosure

In emergency situations, SKG may respond to requests for student addresses or telephone numbers, or inquiries about the immediate whereabouts of students.

Paramount consideration will be for the health and safety of students and other individuals in regard to the disclosure of personal information. SKG may have an obligation to use or disclose

personal information, either internally or externally, in the absence of consent in compelling circumstances affecting the health or safety of an individual.

In the event of emergency disclosure, whenever possible a record of the disclosure should be maintained. Notification about any disclosure in an emergency must be mailed to the last known address of the individual to whom the information relates.

Personal Information may also be disclosed in compassionate circumstances to facilitate contact with spouses, close relatives, or friends of individuals who are injured, ill, or deceased.

7.0 Sharing of student information with Algoma University

SKG and Algoma University have a Covenant that is the foundation for cooperation and collaboration.

7.1 Information concerning SKG students

Students enrolled in SKG's programs will frequently also be enrolled in courses delivered by Algoma University, in arrangements approved by both SKG and Algoma University. SKG students may be enrolled in Algoma University courses that are either required courses in their programs or elective courses.

Where an SKG student is enrolled in an Algoma University course:

- SKG will collect information from Algoma University concerning the student's completion of course requirements and grades earned in the Algoma University course.
- If an SKG student is found to have committed an academic offence in an Algoma University course, or has been sanctioned under a policy of Algoma University, Algoma University will notify SKG of the offence and/or sanction, and that notice will be retained as part of the student's record.

If SKG and Algoma University have an agreement or agreements that gives SKG students access to services or supports provided by Algoma University, SKG may share information about SKG students' registration status to establish students' eligibility for services or supports.

SKG students shall be given notice of collection of this information as part of information provided to them on registration at SKG.

7.2 Information concerning Algoma University students

Students enrolled in Algoma University programs may also be enrolled in courses delivered by SKG.

Where an Algoma University student is enrolled in an SKG course:

- SKG will provide information to Algoma University concerning the student's completion of course requirements and grades earned in the SKG course.
- If an Algoma University student is found to have committed an academic offence in an SKG course, or has been sanctioned under a policy of SKG, SKG will notify Algoma University of the offence and/or sanction.

If SKG and Algoma University have an agreement or agreements that gives Algoma University students access to services or supports provided by SKG, Algoma University may share information about Algoma University students' registration status to establish students' eligibility for services or supports.

8.0 Students' personal health information

If SKG provides a service or support to students that results in SKG or a service provider of SKG holding personal health information, SKG's Information and Privacy Officer shall ensure that SKG meets the requirements of Ontario's Personal Health Information Protection Act (PHIPA).

9.0 Retention of student records

SKG maintains student records in hard-copy and electronic format.

Electronic records shall be held indefinitely.

Paper records are retained for one year after graduation or three years after the last day of the last semester in which the student is registered, after which they are confidentially shredded.

Documentation submitted by applicants who are not accepted, or by applicants who fail to enrol following acceptance, is normally destroyed at the end of each admission cycle.

10.0 Related Policies, Procedures & Documents

OP 02 Access to Information and Protection of Privacy.

SKG's policies and procedures may be found on its website.

11.0 Responsible Officer

Director of Academics

12.0 Version history

Board's approval pending recommendation of Academic Advisory Circle: December 2023

Recommended by Academic Advisory Circle: ADD DATE when completed

Approved by Board: ADD DATE when approved

Original Approval Date: ADD DATE of first approval

Current Approval Date: ADD DATE when approved

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SKG gratefully acknowledges that this policy is patterned on that of the University of Guelph.