

Online Tutoring Accreditation

Data privacy and learner protection



1. Data Collection, Storage, and Processing Practices

Evaluate the extent to which the online tutoring company adheres to the following criteria regarding data collection, storage, and processing practices:

- ☐ The company clearly defines the types of personal data collected from learners.
- ☐ The company specifies the purpose for collecting each type of data.
- ☐ Data collection is limited to what is necessary for the stated purpose.
- ☐ Data is stored securely using appropriate encryption and security measures.
- ☐ The company has a defined data retention policy.
- ☐ Data processing practices are transparent and documented.
- ☐ The company provides learners and parents with access to their data upon request.

Panellist Comments:

Summary:

- ☐ Fully complies with the GOER standard
- ☐ Partially complies with the GOER standard
- ☐ Falls below the GOER standard

Overall Significant Comments:

2. Consent and Parental Permissions

Assess how the online tutoring company obtains and manages consent and parental permissions related to data collection and processing:

- ☐ The company obtains verifiable parental consent for learners under 13 years of age before collecting personal information.
- ☐ Consent requests are clear, concise, and easy to understand.
- ☐ The company provides parents with options to review, modify, or revoke consent.
- ☐ The company provides clear and accessible privacy policies to both learners and parents.
- ☐ The company maintains records of consent and parental permissions.
- ☐ Consent mechanisms comply with relevant legal requirements (e.g., COPPA).
- ☐ The process for withdrawing consent is clearly defined and easily accessible.

Panellist Comments:

Summary:

- ☐ Fully complies with the GOER standard
- ☐ Partially complies with the GOER standard
- ☐ Falls below the GOER standard

Overall Significant Comments:

3. Security of Learner Information

Evaluate the measures implemented to ensure the security and confidentiality of learner information:

- ☐ The company implements strong encryption protocols for data in transit and at rest.
- ☐ Access to learner data is restricted to authorized personnel with appropriate security clearances.
- ☐ The company employs multi-factor authentication for accessing sensitive data systems.
- ☐ Regular security audits and penetration testing are conducted to identify and address vulnerabilities.
- ☐ The company maintains a comprehensive information security policy.
- ☐ Employees receive regular training on data security best practices.
- ☐ The company implements measures to prevent unauthorized access, use, or disclosure of learner data.

Panellist Comments:

Summary:

- ☐ Fully complies with the GOER standard
- ☐ Partially complies with the GOER standard
- ☐ Falls below the GOER standard

Overall Significant Comments:

4. Data Sharing and Third-Party Access

Assess the company's policies and practices regarding data sharing and third-party access to learner information:

- ☐ The company clearly identifies all third parties with whom learner data is shared.
- ☐ Data sharing agreements with third parties include provisions for data privacy and security.
- ☐ The company obtains explicit consent from parents before sharing learner data with third parties, where required.
- ☐ Third-party access to learner data is limited to what is necessary for the specified purpose.
- ☐ The company monitors third-party compliance with data protection requirements.
- ☐ The company has a process for auditing third-party data security practices.
- ☐ The company avoids sharing data with third parties for marketing or advertising purposes without explicit consent.

Panellist Comments:**Summary:**

- ☐ Fully complies with the GOER standard
- ☐ Partially complies with the GOER standard
- ☐ Falls below the GOER standard

Overall Significant Comments:

5. Compliance with Relevant Data Protection Laws (e.g., GDPR)

Determine the extent to which the company complies with relevant data protection laws, such as GDPR, CCPA, and other applicable regulations:

- ☐ The company demonstrates awareness and understanding of relevant data protection laws.
- ☐ The company has implemented policies and procedures to comply with these laws.
- ☐ The company provides learners and parents with the rights guaranteed under these laws (e.g., right to access, right to erasure).

- ☐ The company has a designated Data Protection Officer (DPO) or equivalent role, if required by law.
- ☐ The company conducts regular data protection impact assessments (DPIAs) for high-risk processing activities.
- ☐ The company cooperates with data protection authorities and responds to inquiries in a timely manner.
- ☐ The company has a mechanism for international data transfers that complies with legal requirements (e.g., Standard Contractual Clauses).

Panellist Comments:

Summary:

- ☐ Fully complies with the GOER standard
- ☐ Partially complies with the GOER standard
- ☐ Falls below the GOER standard

Overall Significant Comments:

6. Procedures for Data Breaches and Incident Response

Assess the company's procedures for detecting, reporting, and responding to data breaches and security incidents:

- ☐ The company has a documented data breach response plan.
- ☐ The company maintains incident detection and prevention systems.
- ☐ The company has established procedures for reporting data breaches to relevant authorities and affected parties.
- ☐ The company provides timely and accurate information to learners and parents about data breaches.
- ☐ The company conducts post-incident reviews to identify and address vulnerabilities.
- ☐ The company has a process for remediating the impact of data breaches and providing support to affected individuals.
- ☐ The company tests its data breach response plan regularly.

Panellist Comments:

Summary:

- ☐ Fully complies with the GOER standard
- ☐ Partially complies with the GOER standard
- ☐ Falls below the GOER standard

Overall Significant Comments:

Overall Accreditation Score

- ☐ Fully complies with the GOER standard
- ☐ Partially complies with the GOER standard
- ☐ Falls below the GOER standard

Final Comments: