

## **Ongoing Learning Hub LMS Privacy Statement**

The following is information on how your information is used on SERC's Brightspace LMS. If you have any questions, please contact [ongoing@serc.mb.ca](mailto:ongoing@serc.mb.ca)

### **User Account**

To register for the Learning Management System (LMS) we ask for a name, email address and payment method. Upon account creation you will create a password for your account. Below is some more information about these 4 pieces of information.

- **Name:** This is the name (first and last) as how you would like it to appear on the LMS. There is no need for legal name to be used unless that is what you want. Your name will be viewable on the system by SERC staff and LMS administrators. If you participate in facilitated courses your name may be viewable by other participants in that classes discussion boards.
- **Email address:** Your email address will also act as your userID to log into the system. SERC will, from time to time, send you messages through the LMS to your entered email address to inform you of updates to the system or courses. Other course participants without admin access cannot see your email. We do not add your email to other lists unless you consent to it.
- **Payment method:** Your payment method goes through our secure booking software and is not kept by us. We do not have the ability to automatically renew memberships at this time. Please see our booking software [bookwhen.com](http://bookwhen.com) for their privacy info.
- **Password:** Your password is private to you, but LMS administrators can assist with a password reset.

### **Profile**

The information you add in your profile within the LMS is viewable by everyone. If you choose to add info to your profile, that is viewable by everyone as long as your account exists. All fields are voluntary with the exception of your name.

### **Let's Reflect**

Our courses have a feature called "Let's Reflect." These are reflection questions that ask you to pause the content and apply it to your own life. There is a text box where you can write out your responses to the prompted questions. These notes can be downloaded at the end of each course and saved for your use like a journal.

Course facilitators, and LMS administrators do have access to your notes, but other LMS users ("learners") do not. The function of this feature is for your own self reflection so even though they have access, we ask course facilitators and LMS admins to not read these.

### **Discussion Boards**

Some of our courses that are facilitated by SERC staff utilize discussion boards so the facilitator and course participants can interact. On most discussion boards we provide the option to post anonymously. We allow anonymous posting to encourage sharing while

allowing for participants to share in a safer way. Issues of sexuality can be very personal, so we would not want someone to censor themselves since their name would be attached to it.

Our settings also require that all posts be approved by the facilitator. This is also a tool to provide a safer environment. This way a facilitator can filter out posts that are discriminatory or harassing to keep a respectful workspace. If anyone has questions as to why a post is not approved, they can contact their course facilitator.

These discussion boards may also ask you to reflect on the content in relation to your own life or professional practice. Participation is never required, but encouraged to the extent that participants are comfortable.

The approved posts on the discussion board will be accessible by LMS administrators and participants that are enrolled in the specific course (not all users). If a course is reoffered at a different time, the discussion board posts do not transfer to the new offering.

Discussion board posts made by a user will remain as long as a user and course is active on the system. If a course is deleted, those discussion boards will also be deleted. If a user is deleted from the system, their individual posts will also be deleted. Courses can be archived with their discussion boards being accessible only by LMS administrators.

## **Course Progress/Reporting**

SERC's LMS allows administrators to pull some reports. In these reports we can see if someone has been active on the system, the last time they were active and their progress through courses. This allows us to contact users that have not been active on the system to provide assistance. The course reports also help us monitor how our courses are being used.

We will also run reports of numbers of participants that have taken a course during a period of time. These numbers will not include private identifying information.

If selected in your account settings, users can see when you are logged onto the system which is indicated by a green dot next to your name. This can be deactivated in account settings.

## **Deletion of Accounts**

Since our LMS is a subscription service, this means that only current participants enrolled in the LMS will have active accounts. Those that don't re-enroll will have inactive accounts. This means that all the data that was entered on the system will still be available to LMS administrators. If that person was to re-enroll, they would be activated without any data loss.

For those that remain inactive for more than 1 year, will be deleted. Deleted accounts will remove all data from the system. This includes information entered into profiles, discussion boards and Let's Reflect boxes. That information will not be accessible by course participants nor LMS administrators.

If users would like their account or other data deleted sooner, they can contact us at [ongoing@serc.mb.ca](mailto:ongoing@serc.mb.ca) to make a request. All requests will be considered and handled on an individual basis.