1. Web Surveys and Privacy

1.1 This advisory applies to all University offices that use foreign online Web survey tools such as zoomerang.com and surveymonkey.com.

1.2 Pursuant to section 30.1 of the Freedom of Information and Protection of Privacy Act (RSBC 1996, c. 165) it is illegal to store personal information in identifiable form outside of Canada. Using a foreign online Web survey tool to collect personal information means the information will be stored outside of Canada. As a result, use of these foreign survey tools is restricted as described below.

1.3 The Archives and Records Management Department determined that:

1.3.1 The servers used for Web survey tools are able to log a visitor’s IP address;

1.3.2 An IP address can be a unique personal identifier;

1.3.3 An IP address can leave a digital data trail; and,

1.3.4 There are a number of uncontrolled variables that may either increase or decrease the risk of high tech tracking and invasion of privacy.

1.4 As a result, there is a degree of privacy invasion risk with respect to IP address logging. However, we have concluded that it is low and therefore an acceptable level of risk. SFU departments may continue to use the foreign service providers of Web survey tools only under the following conditions:

1.4.1 Your surveys must be completely anonymous and must not collect any personally identifying information such as name, address, telephone number, email address, student number, employee number, Social Insurance Number or any other unique personal identifier; and

1.4.2 Your surveys must not collect any sensitive personal information such as medical conditions, medical care received, academic grades or details of academic performance, details of work performance, illegal activities, criminal history, personal finances, racial or ethnic origin, sexual orientation, religious or political opinions or associations, and opinions about named third parties.

1.5 If you wish to conduct surveys which collect sensitive personal information as described above or collect personal information in identifiable form, you must use a Canadian-based service provider who stores the information only inside Canada. In addition, you should consult with us in advance because there are further privacy requirements that you must satisfy to comply with the law.
2. Authority

2.1 This guideline is administered under the authority of the Archives and Records Management Department. Questions about interpretation of the guideline may be directed to the University Archivist. See SFU Archives' website (http://www.sfu.ca/archives) for contact details.