



26 May 2020



Tēnā koe 

Thank you for your email of 26 March 2020 to the Ministry of Education requesting the following information:

1. *Privacy and data implications of MoE – Google relationship*

*Please provide any documents you hold that relate to privacy, security, and data implications of the relationship between the Ministry of Education and Google. This might include but is not limited to:*

- *Memos*
- *Business Cases*
- *Risk Registers*
- *Privacy Impact Assessments*

*To be clear I am not requesting emails, meeting minutes, notes, internal wiki pages, etc. unless these are explicitly referred to in the documents. If only part of a document refers to privacy, security, and data implications then you can exclude the rest of the document, especially if keeping the rest of the document will require extra work or redaction.*

2. *Processes, procedures, training relating to implementation of Google products in schools*

*Please provide any documents you hold that provides Google product implementation guidance for schools. This might include but is not limited to:*

- *Training materials*
- *Checklists*
- *Process maps*
- *Recommended configuration*

Your request has been considered under the Official Information Act 1982 (the Act).

**1. Privacy and data implications of MoE – Google relationship**

Because schools are independent entities governed by boards of trustees, schools decide what technology platforms they deploy within their schools for their students. Schools typically take advantage of the educational offerings provided by Apple, Google or Microsoft. These software products are well tested and have been deployed in educational jurisdictions and institutes around the world.

The Ministry does assist schools by funding the Chrome Education Upgrade licence (if schools choose to apply for it). You can see details of this here:

<http://education.govt.nz/school/digital-technology/software/google/>.

Google's privacy and security statements can be found on their website at: [https://edu.google.com/why-google/privacy-security/?modal\\_active=none](https://edu.google.com/why-google/privacy-security/?modal_active=none). This addresses many privacy and security questions, including the fact that schools own their data. This site also includes the international certifications, compliance, standards of Google's G Suite for Education.

The Terms of Service for G Suite for Education state that "*Google will not process Customer Data for Advertising purposes or serve Advertising in the Services.*" You can find the Terms of Service at the following link

[https://gsuite.google.com/terms/education\\_terms.html](https://gsuite.google.com/terms/education_terms.html).

G Suite for Education is used in New Zealand schools by schools creating their own G Suite instance and taking responsibility for creating student accounts and domain level permissions. This means schools control the level of use of these individual learning applications, including turning on/off the features to allow for users to communicate outside of their domain.

Therefore, as the information is publicly available online I am refusing this part of your request under section 18(d) of the Act.

## **2. Processes, procedures, training relating to implementation of Google products in schools**

Any guidance we hold on Google product implementation is published online. The Ministry website <http://education.govt.nz/school/digital-technology/software/google/> has a section at the bottom of the page on "*Training for Google for Education tools*", which provides schools with links to Google websites that might assist. This can be found at the following link:

<http://education.govt.nz/school/digital-technology/software/google/>

Schools generally engage the services of an IT Service Provider to assist them with IT hardware and software deployment, and support and training for the technology they choose. Schools can also access training resources on the Google website.

The Ministry funds an ICT Helpdesk on 0800 225542 or by email: [callict@tki.org.nz](mailto:callict@tki.org.nz) to assist schools with software enquiries. This Helpdesk will re-direct calls to other parties where appropriate to assist schools. When school use "*Chrome Education Upgrade*" they can get free 24/7 support from the Google Admin Console, by pushing the question mark "?" button.

The Ministry also funds a Connected Learning Advisory service, with a specific role to provide advice and support for the effective use of digital technologies for teaching and learning: <http://elearning.tki.org.nz/Technologies/Technical-support-and-procurement/CLA-resources>.

As this information is publicly available online, I am refusing this part of your request under section 18(d) of the Act.

Please note, the Ministry now proactively publishes OIA responses on our website. As such, we may publish this response on our website after five working days. Your name and contact details will be removed.

Thank you again for your email. You have the right to ask an Ombudsman to review this decision. You can do this by writing to [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz) or Office of the Ombudsman, PO Box 10152, Wellington 6143.

Nāku noa, nā



Zoe Griffiths  
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**Business Enablement and Support**