

## Notice and apology regarding the personal information

2022/12/27

Waseda University

Student Diversity Center Intercultural Communication Center

It has come to our attention that successful applicants in some events by the Waseda University Student Diversity Center's Intercultural Communication Center were able to view the information of other successful applicants. We deeply apologize for the trouble caused. The following is a description of the incident and action taken.

### 1. Overview

The ICC uses Google Forms to confirm the participation of successful applicants for its events. It was discovered that, due to a mistake in form settings, successful applicants were able to see the summary of responses, including other respondents' personal information. As of Friday, Nov 18, 2022, results were viewable on a total of 34 forms. A unique form is created for each event, so respondents are only able to view responses for the event for which they were selected.

### 2. Overview of viewable personal information

- Number of records

There were 1053 individual (1370 total) records on 34 forms

List of said events: <https://waseda.box.com/s/sv378hansw6umlliy0nr53fxvk1b164t>

- Time period

Oct 2021 to Nov 2022

- Information which may have been viewable

Responses to forms (Items 1~4 below). However, while name and intention to participate are common to all, each form has different content and some do not ask for any other information. Further, of the 34 forms, 6 had information viewable which could identify an individual. The other 28 forms showed names and other responses in different order. At the current time, no reports of misuse of information have been received.

- 1) Name
- 2) Student ID number
- 3) Intention to participate
- 4) Other (Nickname for the event, Resident of Japan (yes/no), Date of participation, Willingness to be photographed/recorded, Meeting place, Acceptance of terms, History of illness, Disability information, Miscellaneous comments, etc.)

\*No viewable History of illness or Disability information was individually identifiable.

### 3. Causes

Causes are as follows.

- ① In the form settings, “View results summary” was ON
  - With this switch on, a respondent with a link to the form provided by ICC could click on “See previous responses” and see the information given by other respondents.
- ② Failure to check settings before publishing form
- ③ Reuse of previous forms with said setting
- ④ Repeated reuse of forms with improper settings

The creation of the form and the confirmation of the participation of successful applicants were not outsourced and were performed by the ICC.

### 4. Status of action

It was discovered that personal information was viewable via forms around 4:00pm on Thursday, Nov 17, 2022. All forms were corrected so that personal information was not viewable by approximately 2:00pm on Friday, Nov 18, 2022. An apology and explanation of the occurrences were sent to successful applicants whose personal information may have been viewable at approximately 4:00pm on Tuesday, Dec 27, 2022, via email in general.

### 5. Measures to prevent recurrence

To prevent recurrence of this situation, all staff will be instructed in the importance of protecting personal information, and other measures such as implementing an effective structure to ensure checks of forms by multiple staff. Management of personal information will be further strengthened to help prevent future occurrences.

<Contact for this matter>

Waseda University Student Diversity Center’s Intercultural Communication Center

Contact form:

<https://my.waseda.jp/application/noauth/application-detail-noauth?param=6B6Pcd4fRWZFfmxIQq4Z1g>

TEL: 03-5286-3990

Hours: Weekdays 10:00am-4:00pm (closed weekends public holidays and University holidays)

Website: <https://www.waseda.jp/inst/icc/en/>