

Privacy policy for students

Safeguarding your privacy as a student at Zuyd is important. Zuyd attaches great importance to this, and we are therefore very careful when handling your personal data that we collect when you enrol as a student in one of our study programmes. This Privacy Policy sets out how we collect and deal with your personal data.

We process and secure your personal data with utmost care, and in accordance with Zuyd's Privacy Policy, as well as the General Data Protection Regulation (GDPR) and other applicable laws and regulations.

Who is responsible for processing your personal data?

Zuyd University of Applied Sciences Foundation
P.O. Box 550
6400 AN Heerlen

Commercial Register No. 14 06 09 95

Zuyd University of Applied Sciences has appointed a Data Protection Officer (DPO). If you have questions concerning privacy regulations or exercising your rights, please contact the DPO at the abovementioned address or by e-mail functioarisgegevensbescherming@zuyd.nl.

For which purposes do we process your personal data?

We collect and process the personal data of students for various purposes:

Prior to the commencement of your studies:

- To respond to enquiries about and to complete registrations for open days, experience days, newsletters, or other recruitment activities;
- To send study programme brochure(s);
- To invite students who have enrolled for a study programme offered by Zuyd to participate in events organized by Zuyd that aim at a smoother transition into the academic student life;
- To carry out a statistical analysis relating to the orientation/study choice process;
- To research the reasons why students enrolled for a Zuyd study programme do not eventually begin with their studies at Zuyd.

While you are studying (during education):

- To process your first, as well as subsequent annual enrolment(s) for a funded or non-funded study programme (via Studielink) or another educational product, including to verify your identity and to check your existing qualifications, and to secure the necessary documents for obtaining a visa in relation to international students;
- To perform the matching and selection process, e.g. study programme choice check or selection if the number of students is capped;
- To organize and deliver the education for which you have enrolled, which includes using personal data for scheduling, assessment, testing, examinations, registering grades, monitoring student progress, giving study advice, student guidance, communication and information, evaluation, extra-curricular activities, and issuing a degree certificate or other certificate;

- To ensure that your rights and obligations as a student are exercised (see the [Student Charter of Zuyd University of Applied Sciences](#) for an overview of the most important regulations);
- To record interviews with student psychologists, student counsellors, and study programme choice advisors for student guidance (where applicable);
- To support and process applications for special provisions to the extent necessary;
- To draw up and implement an internship agreement;
- To process your deregistration in a funded or non-funded study programme (via Studielink) or another educational product;
- To ensure the quality of education and research, we provide your name, student number, and Zuyd student e-mail address to Studiekeuze123 (National Student Survey);
- To facilitate the accreditation and certification processes;

Communication

- To provide information about relevant matters concerning studying and student facilities, as well as the content of the education.

Finance

- To calculate, determine, and collect tuition fees and contributions or other fees for educational and extra-curricular activities, including assigning claims to third parties.

Facilities and security

- To provide access to or make available digital learning resources, IT facilities, and communication channels, including an e-mail account, storage space, student ID card, accounts with Osiris Student, Zuydnet, Moodle, library, and the associated user preferences and settings;
- To monitor and ensure the security of communications with computer and network systems;
- To ensure the security of access to buildings and sites and the security of goods located in buildings or on sites through the implementation of camera surveillance;
- To implement the parking policy.

Management information and research

- To aggregate and anonymize personal data for (policy) research, statistics, and management information;
- To provide Zuyd e-mail addresses to research agencies for quality research;

Complaints or disputes

- To handle any complaints or reports to officials including the Confidential Advisor, the Ombudsman, the Examinations Appeals Board, the Dispute Advice Committee, or the DPO;
- To handle any other disputes (e.g. objections and appeals).

Other

- To allow an audit to be performed by an external auditor or a competent government agency;
- To organize elections in relation to the Participation Council;
- To implement or enforce a law, such as the Higher Education and Scientific Research Act (WHW) and the Student Finance Act (WSF2000).

After your studies

- To implement the alumni policy of the study programme or other educational product;
- To carry out alumni research.

If we use your personal data for purposes other than those stated in this Privacy Policy, or in the specific information accompanying a procedure or form, we will inform you in advance and, where applicable, request your consent. We will further inform you in case there are any changes to how we use your personal data.

Which personal data do we gather?

We do not collect any more personal data than is necessary for the purpose for which they are used. Below you will find an overview of the personal data that we may collect from you as a student for the purposes mentioned above.

- Name and address details: surname, first names, initials, titles, gender, street name and number, postcode, town/city;
- Age data: age and date of birth;
- Contact details: telephone number(s) and personal e-mail address;
- Identification data: citizen service number, identity document number, (passport) photograph, and any residence permits;
- Nationality;
- Educational Records: Previous education, approval decisions, exemptions;
- Details on study progress (including changes): results, credits, courses enrolled on, student guidance, and internship details and progress;
- Information about presence/absence;
- Health details upon application for special provisions, e.g. due to disability, chronic illness, top-level sport, refugee status, or other special circumstances;
- Health details when receiving study advice;
- Financial details: Bank account number, other information relevant to collecting or paying tuition fees and contributions or other fees;
- Account information: Student number, Zuyd e-mail address, username and encrypted password;
- User data/location data: Log-in details, IP address(es), device ID and operating systems of mobile device(s), building access data, and use of student ID card;
- Communication information: Content of e-mails or letters we send to you and vice versa;
- Images;
- Complaints/disputes/reports: Objections or appeals and nature of complaint or notification;
- Other data that must be processed on the basis of or in the application of a law;
- Other information you provide to Zuyd yourself.

On which grounds do we gather personal data?

We may only process your personal data if we have grounds for this (marked in **bold**).

We are a public-law institution that **performs tasks carried out in the public interest**, namely issuing a degree certificate to students who have successfully completed a study programme. It must be evident that education has been delivered in order to issue a degree certificate.

We are also subject to the Higher Education and Scientific Research Act (WHW). This means that your enrolment at Zuyd is conducted in accordance with statutory

procedures, and Zuyd is incumbent to process your data on the basis of a **legal obligation**.

We also sometimes process your personal data for the **legitimate interests** of Zuyd. In these situations, it is necessary to process your personal data for our business processes (e.g. quality assurance, network security, and communications). Finally, we may also ask you for **your consent** for purposes that are not covered by the lawful bases mentioned above and are therefore not necessary for teaching (e.g. sending study programme brochures and creating or sharing images).

Who receives your personal data?

Within Zuyd, your personal data are processed only by employees of Zuyd assigned to achieve one or more of the above purposes. In general, these are your lecturers, the team manager/coordinator, and the Enrolment Office, International Office, or Educational Affairs Office of your study programme. Sometimes it is necessary to send your personal data to an employee or employees of Zuyd who is/are necessarily involved in one of the abovementioned purposes.

For a number of processes, we use third-party service providers, both within and outside the European Union. For this purpose, it is sometimes necessary for us to provide your personal data to these service providers (processors). We only provide personal data that are necessary for the purpose of the processing, and we conclude agreements on how the data is secured, stored, and used. For this reason, we conclude processing agreements with our service providers and ensure that service providers outside the EU guarantee an appropriate level of security through the application of the EU- US Data Privacy Framework or any of the appropriate safeguard measures as laid down in the GDPR

We may also provide your personal data to third parties that have in their own right official authority vested in them, sometimes with and sometimes without your consent. The provision of your personal data to these parties is often based on a legal obligation or a legitimate interest, e.g. your enrolment data to DUO and/or IND (in the case of international students), a representative selection of examinations to the NVAO (Dutch-Flemish accreditation organization), contact details and (depending on study programme) date of birth and place of residence to an internship organization, and partner institutions if you are studying at an external location.

We will never sell your personal data.

For how long do we retain your data?

We retain your personal data for as long as is necessary for the purpose for which we collected them. The [selection list](#) for universities of applied sciences provides guidance on this. This selection list has been drawn up specifically by and for universities of applied science, and is based on the Public Records Act (*Archiefwet*) 1995 and the exemption decision of the Personal Data Protection Act (*Wet bescherming persoonsgegevens*). This selection list can be downloaded free of charge from the website of the Netherlands Association of Universities of Applied Sciences or from Zuydnet.

Some key retention periods that we abide by are:

- IT facilities (three months after deregistration)
- Personal data provided upon first enrolment (two years after deregistration)
- Exam papers (two months or two years in case they form part of the representative selection for accreditation)
- Graduation project (seven years)
- Financial administration (seven years)
- Degree certificate and statement (50 years)
- Student psychologist file (ten to fifteen years in accordance with Dutch Association of Psychologists professional code)
- Student counsellor file (ten years).

Security of your data

We make every effort to protect your personal data as effectively as possible against unauthorized access, loss, or theft. The systems in which your data are stored are protected by a password and two-factor authentication. In case of processing of your personal data by a party other than Zuyd, we conclude agreements on how your data is secured, stored, and used.

How does Zuyd acquire your personal data?

We receive most of your personal data that we process directly or indirectly from you (primarily via Studielink). It is also possible that an external party may supply personal data of yours.

What are your rights?

As a student, you have the right of access, right to rectification, right to erasure, right to restriction, right to portability, and right to object. You may formally exercise these rights by sending an e-mail to privacy@zuyd.nl or by sending a letter to Zuyd University of Applied Sciences, Nieuw Eyckholt 300, 6419 DJ Heerlen, the Netherlands. If you submit a request, please indicate what you would like us to do or what data you want to have erased. This will help us to use our resources more efficiently and quickly. We will reply to you within one month after receiving your request and verifying your identity. In exceptional cases, we may extend this period by up to a maximum of three months.

You are also entitled to file a complaint with the Dutch Data Protection Authority. If you have a complaint, please inform your lecturer first or e-mail privacy@zuyd.nl. You may be able to reach a solution together.

There is no automated decision-making concerning your personal data.

Questions

You can find this information on [Zuydnet](https://www.zuyd.nl) or at www.zuyd.nl.

If you have any questions concerning privacy regulations or exercising your rights, you can also contact the DPO at the abovementioned address or e-mail address.

Amendments

We may amend this Privacy Policy at any time, for example if there are changes to legislation. It is therefore advisable to consult this policy regularly.

Date last amended: 13 July 2023