

Privacy Statement UM student guidance

Your privacy is important to Maastricht University (UM) and UM therefore treats your data with care. UM is the controller of your personal data. This privacy statement explains how UM safeguards your privacy.

This Privacy Statement specifically pertains to processing personal data in connection with the activities of UM student guidance. UM student guidance includes amongst others study advisors, UM student deans, UM psychologists, career advisers, confidential advisers for students and student chaplains.

UM also has a general privacy statement, which can be found at www.maastrichtuniversity.nl. This general privacy statement regulates the processing operations that are not specifically mentioned in this privacy agreement. Here and there, reference will be made to this general privacy statement for more information.

Contact information

If you have questions about this privacy statement, would like to know more about how UM handles personal data, or perhaps have a complaint, you can contact:

Maastricht University
Attn: Data Protection Officer
P.O. Box 616
6200 MD Maastricht
The Netherlands
privacy@maastrichtuniversity.nl

You can also contact UM's Data Protection Officer directly via fg@maastrichtuniversity.nl.

The above e-mail addresses are only intended for contact in connection with privacy matters. They are not intended for communicating on other matters.

The personal data that UM processes

In the context of the activities of UM student guidance, only the personal data required for making an appointment and necessary to provide (study)guidance and advice to the student concerned are processed.

UM student guidance may process the following personal data in the context of their activities:

- Student number,
- Name,
- Address,
- E-mail address,
- Telephone number,
- Nationality,
- Gender,
- Relationship with UM,
- Study results and progress,
- Personal circumstances that (may) influence study progress and/or the application for (financial) support in the event of a study delay,
- Family circumstances that (may) influence study progress and/or the application for (financial) support in the event of a study delay,
- Medical circumstances that (may) affect study progress and/or the request for facilities and/or facilities and/or the application for (financial) support in the event of a study delay.

UM student guidance obtains the aforementioned personal data directly from you via the registration forms you filled in for an appointment, workshop, training or lecture.

- Making an appointment or registration for a workshop, training or lecture takes place via log in in the student portal environment, for which your student number and possibly your name and contact details (e-mail and/or telephone number) are requested. These are the personal data that are processed by default by UM student guidance in order to be able to schedule an appointment or activity.
- When registering for workshops, training or lectures, address details may be requested as well. These address details will only be used for the possible charging of costs in case of non-appearance without prior cancellation.

In addition, UM student guidance obtains personal data as a result of what you share with them during guidance and advising

- If you share this information by e-mail, this information will be stored in the relevant e-mail environment and/or the student information system (Corsa, SAP).
- After an appointment with UM student guidance, a short summary of the conversation, detailing the subject and, in short, its content is made and stored in the student information system.
- After an appointment with UM psychologists, a file, as required by law (BIG) is created. This file records the data required to provide good care. UM psychologists store this file in the student information system.

Purposes of the processing operations

UM student guidance processes the aforementioned personal data for the following purposes:

- Guiding and advising of students during their studies, and within a period of six months after their enrolment at UM, in the broadest sense, in order to support study progress, personal development and well-being and access to the labour market.'
- Processing of anonymous numbers of registrants and categories of questions, with the aim to improve and/or adjust the services of UM student guidance

Basis for the processing of personal data

Whenever UM processes your personal data, it does so with a lawful basis for processing. A lawful basis for processing is the ground for processing personal data

UM primarily processes your personal data to perform its public tasks in the field of the provision of academic education and research. More specifically, to provide you with the facilities and study guidance that you are entitled to under the Higher Education and Research Act (WHW).

In some cases, permission is requested for the processing of your personal data. If the processing ground is your permission, you can always withdraw this permission by contacting the person to whom you (implicitly or explicitly) gave the permission. Withdrawal of permission cannot be done retroactively.

Recipients of personal data

Within UM measures have been taken to ensure that only those individuals who need to process your personal data have access to it. Only the student counsellor with whom you have shared your data and his/her colleagues with a corresponding task within the same faculty or service unit have direct access to your data. Sharing your data with student counsellors outside this direct circle, or with others, requires your consent, unless otherwise provided by law.

The retention periods of personal data

UM does not retain personal data for longer than necessary to achieve the purpose of processing or to fulfil a legal obligation. The student guidance files are kept during student's enrolment at UM and up to 2 years after the calendar year of de-registration. A different statutory retention period applies to UM psychologists. The student guidance files of students treated by UM psychologists are kept for 10 years after the calendar year of the last treatment.

Your rights

Privacy legislation gives you a number of rights in relation to your personal data. These rights are briefly mentioned below. The general privacy statement on www.maastrichtuniversity.nl includes more information about each of these rights and how you can exercise them.

You have the right to inspect, correct and erase your personal data. In addition, you are entitled to have the processing restricted, to have your data transferred to another party, and the right to object if processing is based on its legitimate interest.

If you wish to exercise any of the rights above, you can send an e-mail to privacy@maastrichtuniversity.nl or contact UM's Data Protection Officer directly by emailing fg@maastrichtuniversity.nl.

If you have a complaint about the processing of your personal data by UM, you can contact UM using the contact information above. Additionally, you can submit a complaint to the Dutch Data Protection Authority. Details of how to do this can be found on the Data Protection Authority's website (www.autoriteitpersoonsgegevens.nl).