



# Privacy Statement Student Services

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## Student Services

UvA Student Services is a central service unit of the University of Amsterdam. Student Services encourages and supports students to make the most of their studies and student life. You can turn to Student Services for various support before, during and, in some cases, after your studies. It always concerns additional services that not all students make use of.

Due to the additional nature the services offered by Student Services and the processing of personal data required for that service are not automatically part of the central privacy statement of the University of Amsterdam.

Student Services carefully handles your data and therefore opts for a separate privacy statement per service and/or product. In this statement, you can read what happens to the personal data you provide as a student in order to use that specific service.

All privacy statements of Student Services provide an answer to the following four questions:

1. Which of the personal data will be processed?
2. What is the purpose of processing personal data?
3. To whom does Student Services issue personal information?
4. How long will Student Services store personal data?

On the following pages you will find an overview of all privacy statements that belong to the services and/or products that Student Services offers. These privacy statements are also always offered the moment before you actually enter your data to make use of a service, for example on specific websites or in specific systems.

Together with this introductory page, these privacy statements constitute the Privacy Statement of UvA Student Services, which in turn is a complement to the [Central Privacy Statement of the University of Amsterdam](#). If you have questions and/or comments about the Privacy Statement of UvA Student Services, please send us an email: [privacy-sts@uva.nl](mailto:privacy-sts@uva.nl).

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<sup>1</sup> Most of the privacy statements in this document is written in Dutch. Only for the services which are specifically for international students, or about international experiences, the statements are in English.



## Student Psychologists

### Privacy statement Individual training courses

The UvA Student Psychologists place great value on ensuring the careful handling of your data. This is why we issue this privacy statement.

#### Your file

In accordance with the Dutch Healthcare Professionals Act (BIG), we are obliged to compile a file on you. This file records the information needed in order to provide good care and/or conduct careful research. We are also obliged by law to retain the files for 15 years. We store this file in the Student Information System (SIS). We retain your registration form for up to 21 days in Topdesk (the system in which you register). When it is clear whether you will have an appointment with a student psychologist or be referred to someone else, we will remove your registration form from Topdesk within five working days. If, following your registration, we have been unable to reach you by telephone for further information or to make an appointment, we will retain your registration for a maximum of a further 14 days. If you do not respond to our request for more information within that time, your registration form will be permanently removed from Topdesk. Your file is secured in both SIS and Topdesk, which means that only student psychologists can access it. In each system, your file is also accessible to some functional managers, but they only have access in order to manage the systems and not to actually view your files. They have also signed a privacy statement to that effect.

#### Your rights

As a client, you have a right of access to or a copy of the information contained in your file. If you notice any factual inaccuracies in the file, you can ask us to rectify or add to this information. If you do not agree with the information included in your file, you can ask us to add a personal statement (your opinion) to the file. You also have the right to request that your file (or parts of it) be deleted. For all of these rights, we will in principle comply with your request. Only if we believe that other people's interests may be damaged, can we reject your request in part or in full.

#### With whom do we share your data?

As psychologists, we are bound by a duty of confidentiality. This means that we can only talk to others about you with your express permission. In exceptional cases only, the law authorises us to provide information without your permission. In such cases, we generally contact you first to discuss the provision of this information.

#### More information

For more information about exercising your rights, you can call +31 (0)20 525 2599 or email [studpsychs@uva.nl](mailto:studpsychs@uva.nl).



## Student Psychologists

### Privacy statement Direct Training

The UvA Student Psychologists place great value on ensuring the careful handling of your data. This is why we issue this privacy statement.

#### Your file

In accordance with the Dutch Healthcare Professionals Act (BIG), we are obliged to compile a file on you. This file records the information needed in order to provide good care and/or conduct careful research. We are also obliged by law to retain the files for 15 years. We store this file in the Student Information System (SIS). We retain your registration form for up to 21 days in Topdesk (the system in which you register). When it is clear that you will be taking a course, we will remove your registration form from Topdesk within five working days. Your file is secured in both SIS and Topdesk, which means that only student psychologists can access it. In each system, your file is also accessible to some functional managers, but they only have access in order to manage the systems and not to actually view your files. They have also signed a privacy statement to that effect.

#### Your rights

As a client, you have a right of access to or a copy of the information contained in your file. If you notice any factual inaccuracies in the file, you can ask us to rectify or add to this information. If you do not agree with the information included in your file, you can ask us to add a personal statement (your opinion) to the file. You also have the right to request that your file (or parts of it) be deleted. For all of these rights, we will in principle comply with your request. Only if we believe that other people's interests may be damaged, can we reject your request in part or in full.

#### With whom do we share your data?

As psychologists, we are bound by a duty of confidentiality. This means that we can only talk to others about you with your express permission. In exceptional cases only, the law authorises us to provide information without your permission. In such cases, we generally contact you first to discuss the provision of this information.

#### More information

For more information about exercising your rights, you can call +31 (0)20 525 2599 or email [studpsy-sts@uva.nl](mailto:studpsy-sts@uva.nl).



## Student Psychologists

### Privacy statement ADHD support

The UvA Student Psychologists place great value on ensuring the careful handling of your data. This is why we issue this privacy statement.

#### Your file

In accordance with the Dutch Healthcare Professionals Act (BIG), we are obliged to compile a file on you. This file records the information needed in order to provide good care and/or conduct careful research. We are also obliged by law to retain the files for 15 years. We store this file in the Student Information System (SIS). Your file is secured in SIS, which means that only the student psychologists can access it. In each system, your file is also accessible to some functional managers, but they only have access in order to manage the systems and not to actually view your files. They have also signed a privacy statement to that effect.

#### Your rights

As a client, you have a right of access to or a copy of the information contained in your file. If you notice any factual inaccuracies in the file, you can ask us to rectify or add to this information. If you do not agree with the information included in your file, you can ask us to add a personal statement (your opinion) to the file. You also have the right to request that your file (or parts of it) be deleted. For all of these rights, we will in principle comply with your request. Only if we believe that other people's interests may be damaged, can we reject your request in part or in full.

#### With whom do we share your data?

As psychologists, we are bound by a duty of confidentiality. This means that we can only talk to others about you with your express permission. In exceptional cases only, the law authorises us to provide information without your permission. In such cases, we generally contact you first to discuss the provision of this information.

#### More information

For more information about exercising your rights, you can call +31 (0)20 525 2599 or email [studpsy-sts@uva.nl](mailto:studpsy-sts@uva.nl).



## Student counsellors

### Privacy statement Making an appointment

The Student counsellors place great value on ensuring the careful handling of your data. This is why we issue this privacy statement.

#### Your data

We use the information you entered to make an appointment in order to prepare for the meeting and/or to contact you if necessary. After the appointment, we compile a brief summary of the discussion in our system (SIS), outlining the subject of the appointment and including a brief summary of the content of the discussion. In addition, we process anonymised statistics on applicants and the category of questions in order to improve or modify the service we provide.

#### Retention period

We retain the data about your appointment in our online appointments module (Reflex Online) for a maximum of two years and retain the discussion information in SIS until 15 years after you graduate.

#### With whom do we share your data?

We do not share your data with other parties. However, staff in the Student counsellors' team can view the agenda and discussion reports in order to enable us to take over if necessary or find out what was discussed if a second appointment is made.

In addition, study advisers and examinations boards can see in SIS that you have had contact with us, but cannot read the content of what was discussed during the contact. We only share the information with parties within the UvA that need to be involved within the context of dealing with a question or request submitted by you or in the event of emergencies.

#### More information

For more information about exercising your rights, you can email [privacy-sts@uva.nl](mailto:privacy-sts@uva.nl).



## Student counsellors

### Privacy statement Dyslexia

The Student counsellors place great value on ensuring the careful handling of your data. This is why we issue this privacy statement.

#### Your data

We use the dyslexia report you provide in order to see if you meet the criteria for eligibility for special examination arrangements based on dyslexia. If necessary, we may also make contact with you based on your data. After assessing your data, we make a brief annotation in our system (SIS) and also process any special examination arrangements granted in SIS. In addition, we process anonymised statistics relating to dyslexia and special examination arrangements in order to improve or modify the service we provide.

#### Retention period

We retain the upload of your dyslexia report in the application system (Topdesk) for a maximum of two years and retain the discussion information in SIS until 15 years after you graduate.

#### With whom do we share your data?

We do not share your data with other parties. However, staff in the Student counsellors' team can view the dyslexia reports in order to enable us to take over the assessment if necessary or find out what was discussed if you have any questions.

If you are granted special examination arrangements based on your dyslexia report, study advisers, examinations boards and Examination Services can see in SIS that you have special examination arrangements. However, they cannot see the reason for this. We only share the information with parties within the UvA that need to be involved within the context of dealing with a question or request submitted by you or in the event of emergencies.

#### More information

For more information about exercising your rights, you can email [privacy-sts@uva.nl](mailto:privacy-sts@uva.nl).



## Student counsellors

### Privacy statement Profiling Fund

The Student counsellors place great value on ensuring the careful handling of your data. This is why we issue this privacy statement.

#### Your data

We use the information that you have provided in this form to assess the criteria for the Profiling Fund scheme and to implement the scheme. We record the application in the UvA student information system (SIS).

#### Retention period

We retain the information from your request in the application system (Topdesk) for two years and retain the record of your application in SIS until 15 years after you graduate. After two years, we transfer the physical copy of the ultimate Profiling Fund decision to the DIV, the UvA archive department, where it is retained for a further 30 years.

#### With whom do we share your data?

We do not share your data with third parties. If, in the light of your application, we decide to make a payment, we will share the personal data required for the payment with the UvA Administrative Centre, which will arrange payment. As described above, the physical copy of the decision will be transferred to DIV.

#### More information

For more information about exercising your rights, you can email [privacy-sts@uva.nl](mailto:privacy-sts@uva.nl).



## Student counsellors

### Privacy statement

### Profiling Fund UvA Matching hardship clause (UvA Matching Case Committee)

The Student counsellors place great value on ensuring the careful handling of your data. This is why we issue this privacy statement.

#### Your data

The UvA Matching Case Committee (chaired by the student counsellors) uses the information that you have provided in this form to see if it meets the criteria of the UvA Regulations governing Recommendations on Choice of Degree Programme and to implement the regulations. We record the application and the result of your request in the UvA student information system (SIS) for the purposes of your enrolment at the UvA.

#### Retention period

We retain the information about your request in the application system (Topdesk) for two years.

#### With whom do we share your data?

We do not share your data with third parties. For the purposes of your enrolment, the result of your request is shared with the UvA Central Student Administration via SIS.

#### More information

For more information about exercising your rights, you can email [privacy-sts@uva.nl](mailto:privacy-sts@uva.nl).



## Housing

### Privacy statement Short Stay

The information sent in this form will be used by the University of Amsterdam (UvA) to offer our housing services. For that reason the UvA shares this information with its housing partners and the Municipality of Amsterdam. These housing partners require this information to offer rooms within the contingent of the UvA, while the Municipality needs it to designate you as a resident of Amsterdam. The UvA will save your data for a maximum of 3 years to check your eligibility in case of future applications for housing services of the UvA. The UvA will also use this information to approach you for participation in research to improve our service.

### Privacy statement Long Stay

The UvA shares the personal information submitted in the housing form with the housing company for the purpose of your rental agreement. The UvA saves all financial and personal information in their archives for up to seven years after the end of your rental contract due to administrative matters concerning former renters and/or the housing company.

By agreeing to this housing offer, you automatically agree to this.

## Immigration

### Privacy statement

The information submitted in this form is used for your residence permit application. When applicable, it is shared with the Dutch Immigration Authority (IND).

All documentation and information needed for the residence permit application will be saved for five years after your graduation date, or five years after the UvA has ended its sponsorship for another reason; i.e. termination of enrolment, change of purpose of your residence permit, etc.

All of the information provided will only be used for matters regarding your immigration procedure or enrolment at the UvA.



## International Student Affairs (BIS)

### Privacy statement

#### Outbound Global Exchange Procedure

The UvA uses the information submitted in this form for application and selection purposes regarding the Global Exchange Programme. The UvA will save this application information in their archives for 3 years after your exchange. This information will be shared with Biomedica Amsterdam B.V. (developers of this web-application). The UvA shares your email address with other nominated outgoing Global Exchange Students for network possibilities. Global exchange students are also registered for the Global Exchange Alumni Network with the following personal details: first name, last name, email address, host university, faculty, study programme and period of exchange. Opting out is possible at any time after your Global Exchange Programme.

#### Inbound Global Exchange Procedure

The UvA shares uses the information submitted in this form with Biomedica Amsterdam for application and selection purposes regarding the Global Exchange Programme. The UvA will save this application information in their archives for 3 years after your exchange. This information will be shared with Biomedica Amsterdam B.V. (developers of this web-application). Global exchange students are also registered for the Global Exchange Alumni Network with the following personal details: first name, last name, email address, host university, faculty, study programme and period of exchange. Opting out is possible at any time after your Global Exchange Programme.



UNIVERSITY OF AMSTERDAM

## Central Student Service Desk

### Privacy statement

#### IELTS

The UvA uses the information from this form to check whether the person in the form is entitled to have the costs of the IELTS test taken via the BLTC reimbursed. The UvA does not share this data with third parties. The information from the form is retained for a year in order to ensure that a student does not submit a claim twice.



## Student Careers Centre

### Privacy statement Making an appointment

The Student Careers Centre places great value on ensuring the careful handling of your data. This is why we issue this privacy statement.

#### Your data

We use the information you entered to make an appointment in order to prepare for the meeting and/or to contact you if necessary. After the appointment, we compile a brief summary of the discussion in our system (SIS).

In addition, we process anonymised statistics on applicants and the category of questions in order to improve or modify the service we provide.

#### Retention period

We retain the data about your appointment in our online appointments module (Reflex Online) for a maximum of two years and retain the discussion information in SIS until three years after you graduate.

#### With whom do we share your data?

We do not share your data with other parties. However, all careers advisers in the Student Careers Centre can view the agenda and discussion reports in order to take over if necessary or find out what was discussed if a second appointment is made.

Study advisers and student counsellors can also see that you have made an appointment with us, although the content is not shared.

#### More information

For more information about exercising your rights, you can email [privacy-sts@uva.nl](mailto:privacy-sts@uva.nl).



## Student Careers Centre

### Privacy statement Registering for Training

The Student Careers Centre places great value on ensuring the careful handling of your data. This is why we issue this privacy statement.

#### Your data

We use the information you entered to make an appointment in order to compile an attendance list and to contact you if necessary.

We process anonymised data (participant numbers and evaluation data) in order to improve or modify the service we provide.

#### Retention period

We retain the data concerning your participation in training for a maximum of two years.

#### With whom do we share your data?

We do not share your data with other parties. If we make use of external trainers, they will only receive a list of participants' names.

#### More information

For more information about exercising your rights, you can email [privacy-sts@uva.nl](mailto:privacy-sts@uva.nl).



## Student Careers Centre

### **Privacy statement for events, and for registering for events**

The Student Careers Centre places great value on ensuring the careful handling of your data. This is why we issue this privacy statement.

#### **Your data**

We use the information that you enter to update registration numbers and for the purpose of access control. We also use your data to keep you informed about your programme and to send you an evaluation after the event. We process anonymised data (participant numbers and evaluation data) in order to improve or modify the service we provide.

#### **Retention period**

We retain the data concerning your participation in the event for a maximum of two years. Your account continues to exist until you delete it yourself.

#### **With whom do we share your data?**

We do not share your data with third parties.

#### **More information**

For more information about exercising your rights, you can email [privacy-sts@uva.nl](mailto:privacy-sts@uva.nl).



## Student Careers Centre

### Privacy statement Job board

The Student Careers Centre places great value on ensuring the careful handling of your data. This is why we issue this privacy statement.

#### Your data

We use the information you enter to enable the website to function properly and to allow you to log in. We process anonymised data in order to improve or modify the service we provide.

#### Retention period

Your profile continues to exist until you delete it yourself.

#### With whom do we share your data?

We do not share your data with third parties.

#### More information

For more information about exercising your rights you can email [privacy-sts@uva.nl](mailto:privacy-sts@uva.nl).



## Student Careers Centre

### Privacy statement Online Tests

The Student Careers Centre places great value on ensuring the careful handling of your data. This is why we issue this privacy statement.

#### Your data

We use the information you enter in order to display test results to you. We process anonymised user data from the test in order to improve or modify the service we provide.

#### Retention period

The completed test information and results are retained until you retake the test, in which case old data will be overwritten. The data will be deleted if you have not logged in for three years.

#### With whom do we share your data?

The anonymised user data is shared within the UvA and with the platform developer.

#### More information

For more information about exercising your rights you can email [privacy-sts@uva.nl](mailto:privacy-sts@uva.nl).



## Student Careers Centre

### Privacy statement Capaz and Icares test

The Student Careers Centre places great value on ensuring the careful handling of your data. This is why we issue this privacy statement.

#### Your data

We use the information you enter in order to display and discuss test results to you. We process anonymised user data in order to improve or modify the service we provide.

#### Retention period

Test data and results entered are automatically deleted when you deregister for the service. After ten years you will be asked if you want to keep or delete your data. If you retake the test, old data will be available in order for you to compare the results.

#### With whom do we share your data?

Although we do not share your data, your results will be visible within the UvA Student Careers Centre.

#### More information

For more information about exercising your rights, you can email [privacy-sts@uva.nl](mailto:privacy-sts@uva.nl).



## Student Careers Centre

### Privacy statement Online Tests

The Student Careers Centre places great value on ensuring the careful handling of your data. This is why we issue this privacy statement.

#### Your data

We use the information you enter in order to display test results to you. We process anonymised user data from the test in order to improve or modify the service we provide.

#### Retention period

The completed test information and results are retained until you retake the test, in which case old data will be overwritten. The data will be deleted if you have not logged in for three years.

#### With whom do we share your data?

The anonymised user data is shared within the UvA and with the platform developer.

#### More information

For more information about exercising your rights, you can email [privacy-sts@uva.nl](mailto:privacy-sts@uva.nl).