

PRIVACY STATEMENT

HAN University of Applied Sciences

Your personal data are very important to HAN University of Applied Sciences (HAN), and we take due care with how they are handled. This privacy statement explains how HAN processes personal data, whether of its participants (meaning students, course participants, external students and contract students), alumni, incoming participants or anyone visiting the website or an event. Whenever HAN interacts with people, we respect their privacy, and we make sure that any personal data are handled with the proper care and in compliance with the applicable privacy laws and regulations.

HAN, registered with the Dutch Chamber of Commerce under number 09091785 as “Stichting Hogeschool Arnhem en Nijmegen”, is responsible for how personal data as defined in this privacy statement are processed.

WHY DO WE PROCESS PERSONAL DATA?

When an organization collects, stores, archives, alters, combines or deletes personal data, or otherwise interacts with personal data, this is called processing. All processing activities have to comply with the General Data Protection Regulation (*GDPR*) and with the Dutch *GDPR* Implementing Act (*Uitvoeringswet Algemene Verordening Gegevensbescherming* or *UAVG*). HAN processes personal data across four domains: education, governance, business operations and research. As each domain involves numerous processes, they are discussed separately below. Processing activities are described by category, to optimize the readability and accuracy of this privacy statement.

Education

HAN systematically processes personal data in order to offer education, including developing and providing education, administering tests and exams, recruiting and supervising participants, handling enrolments, planning education, drawing up timetables, awarding degrees and counselling participants. In some situations, HAN processes special categories of personal data in connection with counselling or in order to provide the best possible education. However, this is done only with the participant's explicit consent.

Governance

HAN needs to process personal data to govern and optimize its functioning as an organization. These processing activities are intended to realize strategy and governance, policy and planning, change management, improvement management and accountability. In certain cases HAN processes personal data of participants and alumni to achieve these goals. If you have an existing relationship with HAN, we might send you relevant information in the form of service emails. HAN also processes your data for general business processes, for example web content management and library systems.

Business operations

To properly manage its operations, HAN needs to process your personal data for its financial accounting system, for managing procurement and payment systems and for IT management. HAN also processes personal data for sharing and using communication devices, for the associated internal controls and security, and for maintenance, administration, security, use and proper functioning of computer systems and software.

Research

HAN processes personal data for conducting and supporting research. These processing activities support research development, research performance, research dissemination and research services. Sometimes special categories of data are processed, for example for health-related research; this

processing is based on an exception to the prohibition on processing special categories of data, namely the data subject's explicit consent.

HAN conducts practice-based research. The overall principle is that all research activities that involve processing personal data must comply with the GDPR, the Dutch GDPR Implementing Act (*Uitvoeringswet Algemene Verordening Gegevensbescherming*) and the Netherlands Code of Conduct for Research Integrity. Health-related research (including practice-based research), for example allied health and nursing research, is subject to further laws and regulations, including the COREON Code of Conduct for Health Research, and in some situations the Dutch Medical Treatment Contracts Act (*Wet op geneeskundige behandelingsovereenkomst*) and the Dutch Medical Research Involving Human Subjects Act (*Wet medisch-wetenschappelijk onderzoek met mensen*). HAN also has its own Ethical Research Handbook, which offers researchers and student researchers guidance on how to organize their research in compliance with privacy standards. To ensure that personal data are handled responsibly, that Handbook presents the laws and codes of conduct mentioned above in an easy-to-understand language.

Legal basis

HAN may process personal data only if the processing activity is lawful. For example, every processing activity must have a legitimate purpose. Besides a legitimate purpose, every processing activity must also have a legal basis; essentially the legal reason why the personal data are processed. HAN bases each unique processing activity on one of the following legal bases: performance of a legal task (for example administering exams or awarding degree certificates), a legitimate interest (such as recruiting new students), or consent (for example in conducting research). In some specific cases, the processing activity is based on the performance of a contract or on a vital interest.

Retention periods

All processing activities done by HAN are categorized according to the business function model of the Dutch Higher Education Reference Architecture (*Hoger Onderwijs Referentie Architectuur*, or HORA). For every processing activity, HAN must also establish whether the law dictates a retention period for the personal data. If so, that retention period is applied. If not, the personal data are not kept on file for longer than is necessary for the purpose of the processing activity, where the retention period is established according to the Selection List for Universities of Applied Sciences (*Selectielijst Hogescholen*). For a complete list of processing purposes and the various associated retention periods, see the Appendix.

WHAT PERSONAL DATA DO WE PROCESS?

Each processing activity contains a unique set of personal data. Above, under "Why do we process personal data?", we explained how each domain contains unique processes and associated processing activities at HAN. Generally, we might process the following personal data:

- Name, address, place of residence, telephone number, date of birth, email address;
- Student number;
- Bank account number (IBAN);
- Interactions data that are collected through cookies, surfing and clicking patterns;
- Information that you share when you contact us;
- Images (photos and videos);
- Study information, study progress and study results;
- Research data;
- Citizen Service Number (BSN) - only where this is required by law.

To find out more about how HAN's websites use cookies, see our cookie statement.

If we ask you for personal data, we will explain - according to the specific situation - whether sharing that data is necessary or required, and what will (or might) happen if you do not share them. The basic

principle is that HAN will not process more personal data than is needed for the purposes outlined above.

WHO DO WE SHARE THE PERSONAL DATA WITH?

The due care that HAN takes of your personal data extends to how we share them with third parties. Your personal data will not be rented out or sold to third parties. However, in some situations we will share your personal data with third parties. HAN shares personal data with third parties only if this is in accordance with the relevant laws and regulations.

If you are a participant at HAN, HAN will share your personal data with various categories of recipients, including the following:

Government authorities such as the Tax and Customs Administration, municipal authorities, the Ministry of Education, Culture and Science, Dutch education administration authority DUO, the Education Inspectorate, and the Immigration and Naturalization Department (IND) for participants who are in the country on a residence permit. HAN sometimes shares personal data with inspection and assessment organizations such as the NQA, Hobéon or Aequi, or with the appropriate assessment panel. In these instances, your data will only be shared after you consent.

National and international partner institutes, for studies and work placements, study and student associations, Studielink and Studiekeuze 123 for the purposes of the National Student Survey (NSE).

Financial parties such as banks and debt collection agencies for collecting tuition fees and exam fees, the auditor for accounting purposes, and grant providers.

HAN also frequently engages the services of other parties, for example to send out information. With these companies, HAN only shares whatever personal data is needed for them to provide their service. HAN signs data processing agreements with these companies, which contain stipulations that they will observe confidentiality when processing the data and will not use the data except for the contractual purposes.

International data transfers

HAN only shares personal data with parties that are established in the European Economic Area (EEA). All data transfers require a valid basis, and the party receiving the data must be compliant with the legal requirements under the GDPR.

In the few situations where personal data is shared with a party outside the EEA, HAN will make sure that appropriate measures are in place to provide an appropriate level of security. For each of these data transfers, HAN investigates what level of security is appropriate and records the requirements in standard contractual clauses that we impose on the recipients before any data may be transferred. These contracts contain arrangements to ensure that the processing is secure and compliant with the GDPR.

WHAT RIGHTS CAN YOU EXERCISE?

The GDPR grants various rights to data subjects (i.e. you). With those rights, you as a data subject have control over the personal data that HAN processes of you. To exercise any of your rights, you need to submit a request. To submit such a request, or if you have any complaints or questions about privacy, get in touch with the privacy team at privacy@han.nl, or send your question to ask@han.nl.

Under the GDPR, data subjects have the following rights:

- the right to access your personal data that HAN processes,
- the right to rectify your personal data if they contain any factual inaccuracies,

- the right to have your personal data erased,
- the right to restrict the processing of your personal data, and
- the right to object to the processing of your personal data.

HAN will review every request individually to determine whether it can be granted. Some requests might be refused, for example if other legal obligations prevent us from granting them. No fee is attached to exercising your rights, as long as the privilege is not abused. Before we can review your request, we will always ask you to confirm your identity: we do this to avoid sharing personal data with an unauthorized party, or making changes to personal data, or how we process them, that should not be made.

As a guideline, we will reply to your question/request within one month. However, if we find that we need more time, we will notify you accordingly within one month. Particularly complicated requests or a large number of requests can take up to three months after you submit your original request. If you are unhappy with how HAN is handling your personal data, you have the right, in the first instance, to raise the issue with the data protection officer. After that, you can register a complaint with the Dutch Data Protection Authority (*Autoriteit Persoonsgegevens*).

CHANGES TO THIS PRIVACY STATEMENT

This privacy statement may change from time to time. Any changes will be announced on HAN's website. We recommend that you check the privacy statement on HAN's website regularly. This text was most recently updated on 23 February 2023.

CONTACT DETAILS

If you have any questions about this privacy statement, or if you wish to exercise any of your rights, please contact the Service Desk at ask@han.nl or 024 353 16 66, or send an email to privacy@han.nl. HAN's data protection officer is Luc Petersen. He can be contacted at fg@han.nl.

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