



# Privacy statement UvA Central Student Service Desk

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Privacy is a highly important topic for the University of Amsterdam (UvA), and therefore the UvA handles your personal data with care. In this Privacy Statement we describe how personal data is processed and how the privacy of all **students** who contact the **Central Student Service Desk** via phone, email, or in person with inquiries or requests for support is protected.

## Who is responsible for processing my personal data?

The UvA is the party responsible for processing your personal data within the meaning of the General Data Protection Regulation ('GDPR'). The UvA is located at Spui 21, 1012 WX Amsterdam. Our postal address is PO Box 19268, 1000 WX Amsterdam.

Any questions you might have can be emailed to [avg@uva.nl](mailto:avg@uva.nl). The UvA has appointed a Data Protection Officer ('DPO'). The DPO's email address is [fg@uva.nl](mailto:fg@uva.nl).

## Which (categories) of personal data are processed?

After a **student** initiates contact with the **Central Student Service Desk** via phone, email, or in person the following personal data of students will be processed:

- Full name
- UvAnetID (student number)
- Address
- Email address

Please note that while we do not request additional personal information such as medical documents (e.g., doctor's notes), identification (e.g., passport), or financial documents (e.g., credit card information), students may sometimes voluntarily provide such information. We strongly advise students to only provide the information necessary to address their inquiry.

## For what purpose will my personal data be processed?

The UvA will process your personal data for the following purposes:

- To provide support and guidance with your inquiries or requests.
- To assist you with completing or terminating an enrollment.
- Evaluate our services.

## What is the legal basis for the processing of this data?

The UvA processes your personal data based on legitimate interest.

**Will my personal data be shared with third parties?**

The UvA will only share your personal data with other UvA departments, faculties or administrative units.

**Will my personal data be transferred to countries outside the European Union?**

No, your personal data will not be transferred to countries outside the European Union.

**How will my personal data be secured?**

The UvA takes appropriate technical and organizational measures to protect your personal data against unauthorized access, loss and any form of unlawful processing. For example, access to personal data is restricted to authorized personnel, and encryption measures are applied where applicable.

**How long will my personal data be stored?**

We will not keep your personal data for longer than is necessary for the purposes for which we use it. We are required by law to keep some data for a certain period of time. Where possible we will pseudonymize or anonymize the data.

**How can I exercise my privacy rights?**

On the basis of the GDPR, you have the right to access the personal data that we process, to correct your personal data if it contains factual inaccuracies, to have your personal data deleted, to limit the processing of your personal data, and – subject to certain conditions – to object to the processing of your personal data and the right to dataportability.

If you wish to exercise any of these privacy rights, you can contact [avg@uva.nl](mailto:avg@uva.nl).

If you are not satisfied with how the UvA dealt with your personal data, you can submit a complaint with the Data Protection Officer of the UvA, at [fg@uva.nl](mailto:fg@uva.nl).

**Contact details**

If you have questions regarding the services of the Central Student Service Desk and how your personal data will be processed, you can reach out to the UvA for privacy-related questions at [privacy-sts@uva.nl](mailto:privacy-sts@uva.nl).