Privacy Statement

**Association year 2024-2025**



# Introduction

This document is the privacy statement of Study Association Flow, located at Warandelaan 2 (Tilburg University Campus), Esplanade building, room 2.04, 5037AB, Tilburg.

If something is not clear in this document, do not hesitate to send an e-mail to internalaffairs@svflow.nl or drop by the Flow office (Tilburg University Campus, Esplanade building, room 2.04).

## About Flow

Study Association Flow is the association for students of Tilburg University who study Communication & Information Sciences (CIS), Cognitive Science & Artificial Intelligence (CSAI), or Data Science & Society (DSS).

The aim of Flow is to support all CIS, CSAI and DSS students on an educational, professional, and social level. More about the goal of Flow can be found in the policy plan, which is published on the website.

## About this document

With this privacy statement we want to inform you, the reader, as well as possible about the personal data we collect from you. It is important to us that you are well informed on what information we collect from you, firstly because we are legally obliged to do so according to the General Data Protection Regulation. Secondly, we want to be transparent towards our members as an association.

In many places in this document, short terms are used to explain why we collect certain data from you. You will find a list of these terms following the table of contents.

**Table of Contents**

[1. Introduction 2](#_Toc200012105)

[2. Terms 4](#_Toc200012106)

[3. Security 6](#_Toc200012107)

[4. Visitor website 6](#_Toc200012108)

[5. General membership 7](#_Toc200012109)

[6. Active Membership 7](#_Toc200012110)

[7. Deregister 8](#_Toc200012111)

[8. Changing data 8](#_Toc200012112)

[9. Activities 9](#_Toc200012113)

[10. Study Trip 10](#_Toc200012114)

[11. Tutoring 10](#_Toc200012115)

[12. Course evaluation 11](#_Toc200012116)

[13. Contact form for companies 12](#_Toc200012117)

[14. WhatsApp 12](#_Toc200012118)

[15. Doodle 13](#_Toc200012119)

[16. Rights 13](#_Toc200012120)

# Terms

The same terms are often used in the privacy statement. In the explanation of why your data is stored, only the terms listed below are used each time, unless the reason for storage differs.

## Reasons

There are several reasons why we might request and store your data:

* **Correspondence**: in case of correspondence, we need your details in order to contact you.
* **Payment**: in case of payment, we need your details in order to complete a payment. This can be in the form of a direct debit as well as an online transfer.
* **Age verification**: in case of age verification, we need your details in order to check how old you are. This is for example necessary for activities Flow organises where alcohol is served.
* **Identity**: in case of identity, we need your details to confirm that you are "you." This may be necessary in order to be able to process registrations (e.g. for activities) in the administration, or to prevent registration errors.
* **Insight**: in case of insight, we will use your data to gain a better insight into the association and its members.
* **Other**: sometimes the reason for requesting a particular item of information cannot be classified in one of the above categories. In that case it is always specified why we need this specific data.

## Storage

There are several places where your data is stored at Flow. Below you can read in which ways we may store your data, and the reason for this:

* **Genkgo**: This is the software Flow uses for its member management, website, and app. Data is stored in various locations across the Genkgo platform. The general retention periods vary and can be found at <https://policy.genkgo.com/nl/artikelen/privacy/bewaartermijnen>. You are entered into the system when you register as an external account or member.
* **Flow-PC**: On the office computer, also known as the Flow-PC, all photos from activities are stored locally. These include photos that are not published on the website.
* **Dropbox**: All Flow committees and the Daily Board of Flow use a secured Dropbox. Here, photos from activities are stored in the cloud. If necessary, login credentials are also stored here and deleted after two academic years.
* **Mailchimp**: Flow uses Mailchimp to send newsletters and e-mails to large numbers of people. All accounts are hidden in the system. MailChimp will not use your name and email address for their own purposes. At the bottom of each automated email sent from our website you will find an ‘unsubscribe” link. When you click on this link you will no longer receive automated emails from our website, note that this can affect the functionality of our website greatly. Your personal data will be securely stored by MailChimp. MailChimp uses cookies and other internet technologies that track if emails are opened and read. Mailchimp retains the right to use your personal information to further improve their services and, within this context, share it with third parties.
* **Physically in the Flow Office**: in a number of cases, your data will also be stored on paper in the Flow Office. These data are stored in our filing cabinet, which is locked and only accessible for the Daily Board.

## Storage period

At the different storage locations, your data will be stored (depending on the situation) for different reasons for a certain period of time. Below is an indication of how long your data will be stored for each storage medium. Useful to know: an association year is the same as an academic year at Tilburg University. This is always from September 1 to August 31 the following year.

* **Genkgo**: Your data is stored in Genkgo until one year after the last association year in which you were a member of Flow, or until one year after the last association year in which there was a financial transaction associated with you, or you still owe something to Flow. This is necessary because it serves as a backup of the registration lists stored on the Flow-PCs. Additionally, your data is stored in Genkgo for up to two years after registering for an activity. This is necessary so that the Financial Audit Committee (Kascontrolecommissie) can still access the data for audit purposes.
* **Gmail**: Your data is stored in Gmail for up to two years after registering for an activity. This is necessary because:
	+ The Financial Audit Committee needs to be able to access this data during audits.
	+ The Commissioner or Board Buddy needs to be able to see who attended an activity.
* **Dropbox**:
	+ On a commission’s Dropbox, your personal data is stored until the end of the association year. This is necessary so the Commissioner or Board Buddy can still see who attended an activity.
	+ On the Dropbox of the Daily Board, your personal data is stored for up to three years after the association year in which it was saved. This is necessary so that the Daily Board can review the actions taken by the three previous boards.
* **Mailchimp**: Your email address is stored in Mailchimp until you unsubscribe from Flow’s newsletter.

# Security

All data that Flow saves from you is always stored behind one or more passwords and/or a physical lock. The passwords are changed every year by the Internal Affairs. The Internal Affairs has access to all passwords. Board members can request access to passwords at the Internal Affairs.

# Visitor website

We use Genkgo to keep track of statistics. This involves collecting data on, among other things, website visits, sessions, and click behavior. These statistics are mostly anonymous, although it is possible to see the number of sessions and pages visited by individual users within a certain period.

During the monthly General Board Meetings, general and anonymous statistics may be shared to provide insight into the website’s usage.

# General membership

## Data

To become a member of Flow you need to register via a digital form on the website or via a paper registration form that is provided by the Daily Board. In this registration form you are asked for the following data:

* **Gender**: correspondence (this way we can address you correctly), identity.
* **Surname**: correspondence, identity.
* **First name**: correspondence.
* **Initials**: correspondence, identity.
* **Place of residence**: identity.
* **Nationality**: correspondence, identity.
* **Preferred language**: correspondence (this way we can address you in the right language).
* **E-mail**: correspondence.
* **Telephone number**: correspondence.
* **Date of birth**: age verification, identity.
* **Starting year of study**: insight.
* **Study form**: correspondence, insight.
* **Interested in active membership**: insight.
* **Surname account holder**: payment.
* **Initials account holder**: payment.
* **IBAN**: payment.
* **BIC**: payment.

## Storage

If you are a member of Flow, your data will be stored in Genkgo (if you register via the website), Mailchimp (only e-mail for the newsletter) and physically in the Flow room (if you registered using a paper registration form).

# Active Membership

If you want to become an active member of Flow you register via the website. There you will need to fill in a form in order to register for one or more committees.

## Data

If you become active, you have to fill in a registration form on the website. In this registration form we ask for the following data:

* **First name:** correspondence, identity.
* **Surname:** correspondence, identity.
* **E-mail:** correspondence.
* **Telephone number:** correspondence.
* **Member:** insight.
* **Committees:** other, in order to inform the correct commissioner that you want to be in their committee.
* **Motivation:** other, in order to inform the commissioner why you are interested in their committee.

## Storage

If you want to become an active member of Flow, your Data will be stored in Genkgo.

# Deregister

## Data

You can deregister from Study Association Flow via the website. In the form you will be asked for the following data:

* **First name:** correspondence, identity.
* **Surname:** correspondence, identity.
* **E-mail:** correspondence, identity.
* **Reason:** insight.
* **Comments:** insight.
* **Graduation / company:** insight.
* **Alumni file:** insight / correspondence.

##  Storage

When you deregister from Flow your data will be removed from Genkgo. The e-mail contact you have had with the association will be stored up to one year in Gmail. If you have indicated that you want to be included in the Flow Alumni List, this information will be saved in an Excel sheet on Dropbox.

# Changing data

If you want to change your data at Flow you can do this by filling in the form at

* <https://www.svflow.nl/en/my-profile/my-data>;
* <https://www.svflow.nl/en/my-profile/my-avatar>;
* <https://www.svflow.nl/en/my-profile/change-password>.

## Data

On the My Data page, the following points are required to be able to send you an email and to check whose data we need to adjust.

* **First name:** correspondence, identity.
* **Surname:** correspondence, identity.
* **E-mail:** correspondence, identity.
* **Member category:** identity.

All other data on this page is used for personalization. You only need to fill in the fields you want to have customized.

* **First name**: correspondence.
* **Surname**: correspondence, identity.
* **Gender**: correspondence (this way we can address you correctly), identity.
* **E-mail**: correspondence.
* **Telephone number**: correspondence.
* **Date of birth**: age verification, identity.

The following data cannot be changed on the website yourself, but if desired it is possible to send an email to secretaris@svflow.nl to change the data.

* **Place of residence**: identity.
* **Nationality**: correspondence, identity.
* **Preferred language**: correspondence (this way we can address you in the right language).
* **Surname account holder**: payment.
* **Initials account holder**: payment.
* **IBAN**: payment.
* **BIC**: payment.

## Storage

If you are a member of Flow, your data will be stored in Genkgo (if you have subscribed via the website), Mailchimp (e-mail only for the newsletter) and physically in the Flow office (if you have subscribed via a paper registration form).

# Activities

There are many different types of activities in which you can participate at Flow. For most activities you have to register through the website.

## Data

When you have registered for an activity, your complete profile is linked to the specific activity. In order for an activity to run smoothly, additional data is sometimes requested by means of a form.

## Storage

If you register for an activity through the website of Flow, your data will be stored in Genkgo and Dropbox.

# Study Trip

## Data

If you register for the Study trip via de website of Flow you will be asked for the following data:

* **Calling name:** identity.
* **Name (as mentioned in your passport):** identity.
* **E-mail:** correspondence.
* **Gender:** identity.
* **Date of birth:** identity.
* **Place of birth:** identity.
* **Nationality:** identity, payment.
* **Address:** identity.
* **Telephone number:** correspondence.
* **Study program:** identity.
* **ANR/UNR:** identity.
* **Year of study/study phase:** identity.
* **ICE:** correspondence (in case of emergency).
* **Document Number:** identity.
* **Additional information (allergies, etc.):** insight.

## Storage

If you register for the Study Trip, all your data will be stored on paper and digitally in a secure Dropbox. These data will be stored from registration until four weeks after the Study Trip, if the member of the trip has fulfilled their payment obligations. Only members of the Study Trip committee can access this Dropbox. The files with personal data will be demitted after the Study Trip.

Some personal data will be in the manuals of the Committee Members during the trip (Name, ICE, Telephone number, etc.). This part of the manual will be destroyed after the Study Trip.

# Tutoring

Flow offers the opportunity to give and receive tutoring through the association.

## Giving tutoring

### Data

If you register for tutoring (giving party) via de website of Flow you will be asked for the following data in a Google Form:

* **Name:** identity.
* **E-mail:** correspondence.
* **Phone number:** correspondence.
* **Study year:** insight
* **Course:** insight.
* **Grade:** insight
* **End time:** insight

### Storage

Registration for tutoring is done via a Google Form of the Educational Relations. After your registration, your details are recorded in an Excel file (the Tutor platform of Flow) that is accessible via the website for members only. Tutors are then approached each year to see if they want to become a tutor again and to be registered again.

## Receiving tutoring

You can get tutoring by personally contacting the tutor in the Excel sheet (Flow's Tutorplatform). Only members can request tutoring.

# Course evaluation

## Data

If you fill in a course evaluation via de website of Flow you will be asked for the following data:

* **Name:** identity.
* **E-mail:** correspondence.
* **University:** insight
* **Study:** Insight
* **Subject:** insight.
* **Language:** insight
* **Teachers: insight**.
* **Number of attempts:** insight.
* **General opinion:** insight.
* **Study load:** insight.
* **Positive feedback:** insight.
* **Negative feedback:** insight.
* **Member:** insight

## Storage

Submitting a course evaluation is done via the website (Genkgo). You write an evaluation using a form. After this, the content of the form is sent to Educational Affairs by e-mail (Gmail). The Educational Affairs will then assess the evaluation and place it on the website.

# Contact form for companies

## Data

If you fill in a contact form for companies via de website of Flow you will be asked for the following data:

* **Company name:** correspondence.
* **Name:** correspondence.
* **E-mail:** correspondence.
* **Subject:** correspondence.
* **Message:** correspondence.

## Storage

When you send an email to Study Association Flow via the website (Genkgo) this will be sent to the External Affairs (Gmail).

# WhatsApp

To keep up to date on upcoming activities, you can choose to participate in the Flow Information Group on WhatsApp. Furthermore, during trips and trips of Flow, a WhatsApp group is often created by the association for that trip. You can also contact Flow through WhatsApp-Business.

## Flow Information Group

To stay informed on upcoming activities through WhatsApp, you can choose to participate in the Flow Information Group. It is your own choice to join the group. You may share the following information with other members:

* **Name**: it is possible to shield your name from people who do not have you added in their contacts. You can do this in the privacy settings of WhatsApp.
* **Profile photo**: it is possible to shield your profile photo from people who do not have you added in their contacts. You can do this in the privacy settings of WhatsApp.
* **Phone number**: if you are added to a WhatsApp group, everyone will be able to see your phone number.
* **Info**: it is possible to shield your info from people who do not have you added in their contacts. You can do this in the privacy settings of WhatsApp.

Nowadays, it is possible to set up WhatsApp in such a way that it is not possible for anyone to add you to a group.

Joining this WhatsApp group is your own choice. Members may join and leave the group at any time.

## WhatsApp group trips and trips

A WhatsApp group is often created prior to a trip. In the registration form you can indicate if you would like to be added to this WhatsApp group.

If you indicate that you would like to be added to the WhatsApp group, you still have partial control over what information other travelers see of you.

* **Name**: it is possible to shield your name from people who do not have you added in their contacts. You can do this in the privacy settings of WhatsApp.
* **Profile photo**: it is possible to shield your profile photo from people who do not have you added in their contacts. You can do this in the privacy settings of WhatsApp.
* **Phone number**: if you are added to a WhatsApp group, everyone will be able to see your phone number.
* **Info**: it is possible to shield your info from people who do not have you added in their contacts. You can do this in the privacy settings of WhatsApp.

Nowadays, it is possible to set up WhatsApp in such a way that it is not possible for anyone to add you to a group. If you agree to join the WhatsApp group of a trip, make sure your settings enable the commissioner of the trip to add you to a group.

# Doodle

Doodle is a platform which can be used to for example vote. For the General Members Meeting in February 2021, this platform was used during the online meeting. Through the platform, members could vote. The data the members share on Doodle are:

* **Name**: on Doodle you enter your name. This made it possible to see whether everybody had voted, and no non-members were included in the final numbers.

The data which was stored after the use of Doodle, were the number of votes per option. The personal data got deleted after the minutes of the General Members Meeting of February 2021 were completed.

# Rights

Based on valid Dutch and European law you, as a concerning party, have certain rights when it comes to personal data that is processed by or on behalf of us. Below you may find an explanation of these rights and how you, as a concerning party, can invoke these rights.

## Right of inspection

You have the right to see all the data that Flow has of you. This is only possible if you request a meeting in the Flow Office, because only members of the Daily Board are able to collect all your data. You can request a meeting by sending an e-mail to privacy@svflow.nl.

## Right of rectification

Flow is obliged to change your personal data known to the administration of Flow if this data is incorrect. You can change your data on the website under ‘Membership’. After you’ve completed the form, the Secretary will contact you when your data have been changed.

## Right of filing a complaint

If you want to file a complaint, you can send an e-mail to privacy@svflow.nl and we will help you as soon as possible.

## Right to deletion of your data

You have the right to ask Flow to stop using your data and to delete all data known to the administration of Flow. This also means that you need to deregister for the association, because the data you provide to Flow are necessary to be a member of Flow. Therefore, you can only invoke the right to deletion of your data by deregistering. You can do so through the website under ‘Membership’.

## Portrait rights

Everyone who is visible in a photo or video of Study Association Flow, has the right to request the deletion of that photo or video. You can send a request to privacy@svflow.nl.