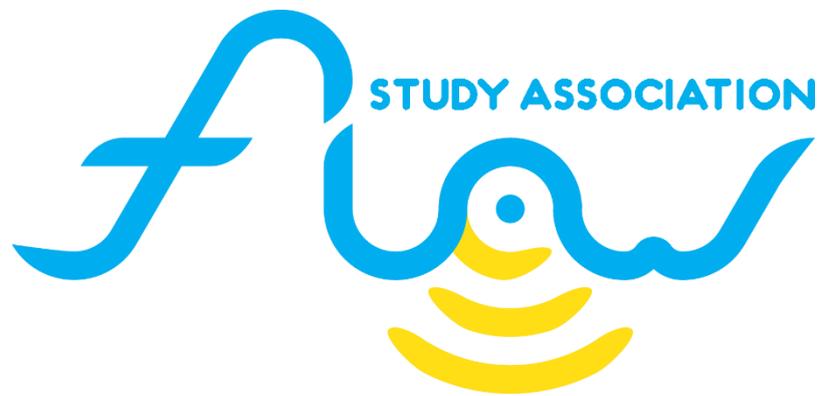# Privacy statement

Association year 2019-2020

1.   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 email to internalaffairs@svflow.nl or drop by the Flow office (Tilburg University Campus, Esplanade building, room 2.04).

1.1   About Flow

Study Association Flow is the association for students of Tilburg University who study Communication and Information Sciences (CIS), Cognitive Science and 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 can be found on the website.

1.2   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 also important to us that you are well informed about what information we collect from you. On the one hand because we are legally obliged to do so because of the General Data Protection Regulation, but on the other hand especially because we want to be transparent towards our members.

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.

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2.   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.

2.1   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're "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.

2.2   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.

- **Davilex**: this is the membership administration software that Flow uses. In this program, you will be entered as soon as a flow of money from you is known to Flow. This is the case if you are a member of Flow, or if you visit one of our paid activities as a non-member.
- **Flow-PC**: the Davilex software is only used on the computers in the Flow room, also called the Flow-PCs. Personal data files are also stored on these computers.
- **Wordpress**: If you submit a registration form on our website, the data you enter will be stored in a database in Wordpress (the software on which our website runs). In this database we can see the date and time when the form was filled in and all other fields that were entered. In addition, the data for your account in the Flow-webshop is also stored in Wordpress. You can also change these data in the webshop.
- **Gmail**: All members of the General Board receive their mail through Gmail, the mail application of Google. The mail addresses belonging to their function are linked to an account they have personally created. All e-mails containing personal data are marked with a specific term in the subject field.
  After one association year, all mails containing personal data will be removed from these mail accounts, so that these members of the General Board no longer have access to the e-mail with personal details.

- **Dropbox**: all committees of Flow and the Daily Board of Flow use a secure Dropbox. In the Dropboxes of committees, registration lists are kept for most activities. For activities where you have an payment obligation, a registration list is always kept.
- **One.com**: all mails from Flow are sent via One.com's mail servers. It is only possible for the Internal Affairs to view the mail servers.
- **Mailchimp**: Flow uses Mailchimp to send newsletters and mails to large numbers of people. All accounts are hidden from
- **Grouplink**: Flow uses Grouplink for the Flow App. Only your email address will be stored here, unless you add more information about yourself. All accounts are hidden, unless you choose to make your account public to the other users.
- **Google Analytics**: if you visit the Flow website, anonymous data about your visit will be collected. This data is stored on Google's servers.
- **Fysiek op de Flowkamer**: in a number of cases, your data will also be stored on paper in the Flowroom. These data are stored in our filing cabinet.

2.3   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.
- **Davilex**: your data will be stored in Davilex until one year after the last association year that you were a member of Flow, or until one year after the last association year that you were a member of Flow, or if you still have to pay something to Flow.
- **Flow-PC**: Your data will be stored on the Flow-PCs until two years after your last year of association. This is necessary, because the Cash Control Committee still needs to be able to see these data when doing a check.
- **Wordpress**: Your data will be stored in Wordpress until two years after the registration of an activity. This is necessary because the Cash Control Committee needs to be able to see this Data when doing a check.
- Your data will be stored in Wordpress until one year after the last year you were a member of Flow. This is necessary, because it serves as a backup of the registration lists on the Flow-PCs.
- **Gmail**: Your data will be stored in Gmail for up to two years after registering for an activity. This is necessary because:
  o The Cash Control Commission needs to be able to see this Data when doing a check.
  o the Commissioner or Board Buddy must still be able to see who has been to an activity and/or has entered into a payment obligation.
- **Dropbox**:
  o In a Dropbox of a committee, your personal data will be stored until the end of the association year. This is necessary, because the Commissioner or Board Buddy must still be able to see who has been to an activity and/or has entered into a payment obligation.

- o In the Dropbox of the Daily Board, your personal data will be stored until three years after the association year in which they were stored. This is necessary, because in this way the Daily Board can still observe the actions of three boards before them.
- **One.com**: Your personal data is stored on One.com for up to three years after the year in which the data was stored. This is necessary, because in this way the Daily Board can still observe the actions of three boards before them.
- **Mailchimp**: Your E-mail address will be stored in Mailchimp until you unsubscribe from Flow's newsletter.
- **Grouplink**: Your details will remain in Grouplink as long as you are registered as a member, donor or member of the Club of 50.
- **Google Analytics**: Your anonymous data will be stored in Google Analytics for up to 14 months after you have visited Flow's website. This is necessary because we use Google Analytics to view the statistics of the website and 14 months is the shortest storage period of Google Analytics for the data we consult.

3.   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. The Internal Affairs has access to all passwords. Board members can request access to passwords at the Internal Affairs.

4. Visitor website

4.1 Data

As a visitor to the website, data is collected from you. We use Google Analytics to get insights in how our website is used. The data we see is anonymous and cannot be linked back to specific persons.

During the monthly General Board Meetings a number of general and anonymous statistics of the website are shared, so that the entire General Board gets an idea how much the website is visited.

4.2 Storage

The anonymous statistics of Google Analytics that we use are stored on the servers of Google.

5. General membership

5.1 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.
- **Nationaliteit**: correspondence, identity.
- **Preferred language**: correspondence (this way we can address you in the right language).
- **E-mail address**: 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.

5.2 Storage

If you are a member of Flow your data will be stored in Davilex, Wordpress (if you subscribe via the website), Gmail (if you subscribe via the website), One.com (if you subscribe via the website), Mailchimp (email address only for the newsletter) and physically in the Flow office (if you have subscribed via a paper registration form).

6.   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.

6.1   Active Membership for a full year

6.1.1. Data

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

- **First name:** correspondence, identity.
- **Surname:** correspondence, identity.
- **E-mail address:** correspondence.
- **Telephone number:** correspondence.
- **Member:** insight.
- **Committees:** other, namely to tell the right commissioners that you want to be on their committee.
- **Motivation:** other, namely to show the commissionairs what motivates you.

6.1.2. Storage

If you want to become an active member of Flow, your Data will be stored in Davilex, Wordpress, Gmail and One.com.

6.2   Active Membership for exchange students

6.2.1. Data

If you become active for one semester you have to fill in a digital registration form on the website. There are two different forms: one for students who want to become active in the first semester and one for students who want to become active in the second semester. Because of this there is a difference between the date of departure on exchange and the date of return from exchange. In this registration form we ask for the following data:

- **First name:** correspondence, identity.
- **Surname:** correspondence, identity.
- **E-mail address:** correspondence.
- **Telephone number:** correspondence.
- **Member:** insight.
- **Committees:** other, namely to tell the right commissioners that you want to be on their committee.
- **Motivation:** other, namely to show the commissioners what motivates you.
- **Date departure on / return from exchange:** insight.
- **Location of exchange:** insight.

6.2.2. Storage

If you are an active member of Flow your Data will be stored in Davilex, Wordpress, Gmail and One.com.

7.   Donator

7.1   Data

As donator of Study Association Flow you need to fill in a digital registration form on the website. In this form the following data is requested:

-   **Gender:** correspondence (this way we can address you correctly), identity.
-   **Surname:** correspondence, identity.
-   **First name:** correspondence.
-   **Initials:** correspondence, identity.
-   **Place of residence:** identity.
-   **Preferred language:** correspondence (this way we can address you in the right language).
-   **E-mail address:** correspondence.
-   **Telephone number:** correspondence.
-   **Date of Birth:** age verification, identity.
-   **Surname account holder:** payment.
-   **Initials account holder:** payment.
-   **IBAN:** payment.
-   **BIC:** payment.

7.2   Storage

If you are a donator of Flow your data will be stored in Davilex, Wordpress (if you subscribe via the website), Gmail (if you subscribe via the website), One.com (if you subscribe via the website), Mailchimp (only email address for the newsletter) and physically in the Flow office (if you have subscribed via a paper subscription form).

8.   Alumni

8.1   Data

If you register as an alumni via de website of Flow you will be asked for the following data:

-   **First name:** correspondence.
-   **Insertion:** correspondence.
-   **Surname:** correspondence.
-   **E-mail address:** correspondence.
-   **Track in which you graduated:** insight.
-   **Graduation year:** insight.
-   **Current employer:** insight.

8.2   Storage

If you register as an alumni of Flow your data will be stored in Davilex, Wordpress, Gmail, One.com, Dropbox en Mailchimp (only email address for the newsletter).

9.   Deregister

9.1   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 address:** correspondence, identity.
- **Comments:** insight.
- **Graduation / company:** insight.
- **Alumnifile:** insight / correspondence.

9.2   Storage

When you deregister from Flow your data will be removed from Davilex, Wordpress and Mailchimp. The email conversations you have had with the association will be stored in One.com and up to one year in Gmail. It is possible that your registration is still stored in an old backup of Davilex.

10.   Internship search

10.1   Data

- **First name:** correspondence.
- **Surname:** correspondence.
- **E-mail:** correspondence.
- **Academic year:** insight.
- **Study area:** insight.
- **GDPR:** permission to share your data with companies in order to send you relevant internships.

10.2   Storage

If you register as an internship seeker at Flow your data will be stored in Wordpress, Gmail, One.com and Dropbox.

11.   Become a partner

11.1   Data

- **Company name:** correspondence.
- **First name:** correspondence.
- **Surname:** correspondence.
- **E-mail address:** correspondence.
- **Subject:** insight.
- **Your message:** insight.

11.2   Storage

If you get in touch as a company via Flow your data will be stored in Wordpress, Gmail and One.com.

12.   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/lidmaatschap/gegevens-wijzigen/. It is not possible to change your data in the webshop. If you change your data here, your changes will not be implemented.

12.1   Data

The first four fields on the page are needed to be able to send an email to you and to check who we need to adjust data from.

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

We use all data below to update your data. You only have to fill in the fields you want to change.

- **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 address**: correspondence.
- **Telephone number**: correspondence.
- **Date of Birth**: age verification, identity.
- **Surname account holder**: payment.
- **Initials account holder**: payment.
- **IBAN**: payment.
- **BIC**: payment.

12.2   Storage

If you are a member of Flow your data will be stored in Davilex, Wordpress (if you subscribe via the website), Gmail (if you subscribe via the website), One.com (if you subscribe via the website), Mailchimp (email address only for the newsletter) and physically in the Flow office (if you have subscribed via a paper registration form).

13.   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. Other special cases will be explained in coming chapters.

13.1   Data

The data you have to give for a registration can differ a lot. However, there are always three forms of data you have to specify. These data must always be filled in, even if you are already a member of the association.

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

Other data that you often need to enter are.
- **Member**: insight.
- **Dath of Birth**: age verification.
- **IBAN**: payment (you do need to enter this if you are a member of Flow).
- **BIC**: payment (you do need to enter this if you are a member of Flow).

All other data that you need to enter are needed to organize an activity properly or for insight.

13.2 Storage

If you register for an activity through the website of Flow, your data will be stored in Davilex (if there is a flow of money connected to your registration, Wordpress, Gmail, One.com, and Dropbox.

14. Study Trip

14.1 Data
- **Gender:** identity.
- **Calling name:** identity.
- **Name (as mentioned in your passport):** identity.
- **ANR/UNR:** identity.
- **Year of study:** identity.
- **Adress:** identity.
- **Place of Birth:** identity.
- **Dath of Birth:** identity.
- **Nationality:** identity, payment.
- **Document Number:** identity.
- **SSN:** identity.
- **E-mail adress:** correspondence.
- **Telephone number:** correspondence.
- **ICE:** correspondence (in geval van nood).
- **Other information (allergies, etc.):** insight.

14.2 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. 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.

15. Ski Trip

15.1 Data
- **Name:** identity.
- **Dath of Birth:** identity.
- **Adress:** identity.
- **E-mail adress:** correspondence.
- **Telephone number:** correspondence.
- **ICE:** correspondence (in geval van nood).
- **Ski skill:** insight.
- **Skiïng / snowboarding:** insight.
- **Other information (allergies, etc.):** insight.

15.2 Storage
The registrations for the Sti Trip will be through the website. Your data will be sent to the commissioner and stored in the secure Dropbox of the committee. The data will be stored until four weeks after the Ski Trip, if the member of the trip has fulfilled their payment obligations. All traces of personal data will be deleted from the website, Gmail, and One.com.

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

16.1 Giving tutoring

16.1.1. Data
- **Name:** identity.
- **E-mail address:** correspondence.
- **Course:** insight.
- **Remarks:** insight.
- **Member:** insight.

16.1.2. Storage
The registrations to give tutoring are through the website. After registration, your data will be sent to the Internal Affairs (Wordpress, Gmail, One.com), who will enter your data in an Excel-file in which the contact details of students who want to give tutoring are stored (Dropbox). The data will be deleted after two academic years, so students who have given tutoring can be contacted again.

16.2 Receiving tutoring
You can request tutoring by reacting to the offerings on the website of Flow. Only members can request tutoring.

16.2.1. Data
- **E-mail address:** correspondence.
- **Name:** identity, correspondence.

16.2.2. Storage
The data of a student is collected through the e-mail that the student sends to Flow (Gmail, One.com). The information will be stored in an Excel-file in which the data of students who

want to receive tutoring is stored (Dropbox). This data is stored until the end of the academic year in which the student wanted to receive tutoring.

17. Course evaluation

17.1 Data
- **Naam:** identity.
- **E-mail address:** correspondence.
- **Course:** insight.
- **Academic year following the course:** insight.
- **Passed in one go:** insight.
- **Language course:** insight.
- **Teachers course:** insight.
- **ECTS course:** insight.
- **Examination course:** insight.
- **Opinion:** insight.
- **Course load:** insight.
- **Positive points:** insight.
- **Negative points:** insight.
- **Member:** insight.

17.2 Storage
Writing a course review is done through the website (Wordpress, Gmail, One.com). You write the review through a contact form. The contents of the form will be sent to the Secretary, who will place the review on the website after the review has been checked.

18. Contact form for companies

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

18.2 Storage
When you send an email to Study Association Flow via the website (Wordpress, One.com) this will be send to the External Affairs (Gmail).

19.   Rights

As soon as Flow has data from you, there are various rights you can invoke.

19.1   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.

19.2   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.

19.3   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.

19.4   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'.

19.5   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.