

## PRIVACY STATEMENT STUDENT SERVICES DEPARTMENT HOWEST

This privacy statement explains how Howest's student services department (referred to as STUVO) handles personal data collected through direct contact with students.

STUVO is committed to protecting your privacy and personal data. All data processing is carried out in accordance with applicable privacy legislation, including the Belgian Privacy Act of 8 December 1992 and, since 25 May 2018, the European General Data Protection Regulation (GDPR).

### **What are personal data?**

Personal data refers to any information that can directly or indirectly identify you as an individual, such as your name, address, telephone number, national registration number or email address.

### **How does STUVO collect your personal data ?**

STUVO collects the personal data you provide at your request. This information may be supplemented with data obtained through other channels, but only with your explicit oral or written consent for example. Other channels can be Bamaflex, the study allowance service, your parents, the OCMW, VDAB, RVA, trade unions, health insurance funds, therapists, and others.

### **What data does STUVO keep?**

When you register with STUVO, we collect administrative and social data in order to provide the service you have requested.

Personal data submitted through the online "make an appointment" calendar will be sent to the mailbox of the relevant social service employee and stored in an electronic file.

In principle, you are not obliged to share personal data. However, providing this information is necessary for us to carry out the service or support you have requested. Without this data, we will not be able to fulfil your request.

The data you provide may include, for example:

- Date of birth
- Given name and family name
- Gender
- Nationality
- Country of origin
- Phone number
- Email address
- Official and current residence
- Marital status
- Living situation
- Training and training phase
- Income from parents or partner
- Medication
- Other assistance providers involved

Depending on the purpose, STUVO collects different types of personal data.

When you register with STUVO, we keep the necessary administrative and social data:

- Within the field of student work:
  - Purchasing a STUVO sports sticker: email address, gender, campus, commuter or student living in student accommodation or citizen of Bruges, education, and stage of education;
  - Registering for a student activity: family name and given name, program and program stage.

- Within the housing field:
  - Registration for a student room at Howest: family name and given name, national registration number, date and place of birth, telephone number, official residence, email address and education.
- Within the field of mobility:
  - application for financial intervention transport subscription De Lijn and bus pass (Kortrijk): family name and given name, national registration number, date of birth, gender, nationality, telephone number, official and temporary place of residence.
- Within the social field:
  - application for interest-free student loan: family name and given name, national registration number, date of birth, official and actual place of residence, telephone number, e- mail address, living and family situation, education and stage of education, income of parents or partner and if applicable of yourself ([see application form non-refundable student loan](#)), bank account number IBAN and BIC;
  - non-refundable student loan application: family name and given name, national registration number, date of birth, official and actual place of residence, telephone number, e-mail address, living and family situation, education and stage of education, income of parents or partner and if of yourself ([see non-refundable student loan application form](#)), bank account number IBAN and BIC;
  - social- legal advice: family name and given name, national register number, information depending on the specific question;
  - inquiry as to whether or not you are entitled to study grants Flemish government: family name and given name, national registration number, date of birth, official and actual place of residence, telephone number, e- mail address, living and family situation, education and stage of education, number of credits taken, income from parents or if applicable from yourself (see [letter study grants](#));
  - calculation of probable amount of study grant Flemish government: family name and given name, national registration number, date of birth, official and actual place of residence, telephone number, e-mail address, living and family situation, education and stage of education, number of credits taken, income of parents or if applicable of yourself (see [letter study grants](#));
  - application for advance study grant Flemish government: family name and given name, national registration number, date of birth, official and actual place of residence, telephone number, e-mail address, living and family situation, education and stage of education, number of credits taken, bank account number IBAN and BIC, income of parents or if applicable of yourself (see [letter study grants](#)).
- within the field of medical and psychological support:
  - psychosocial support: family name and given name, national registration number, date of birth, telephone number, e-mail address, official and actual place of residence, education and stage of education, name of therapist, income of parents or partner and if applicable of yourself ([see non-refundable student loan application form](#)), bank account number IBAN and BIC;

- enrollment training psycho-education Psywest: family name and given name, educational institution, phone number, e-mail address.

### **How does STUVO use personal information?**

Personal data will always be treated confidentially. Data will only be shared with third parties or disclosed with your explicit verbal or written consent.

Data relevant to social services and medical and psychological support are stored in an electronic file accessible only to social staff, the responsible financial officer and the service coordinator.

Written notes from personal interviews are destroyed once they have been entered into the electronic file.

### **How long does STUVO retain personal information?**

Your personal data will not be retained longer than necessary. Certain data are collected in aggregate form for the purpose of evaluating and improving our own operations, for example in the annual report. Individual persons are not identifiable in this context.

- Within the field of social services: your data are collected for the registration and assessment of your request for financial support for study costs and are retained up to one year after your period of study at Howest. In the case of a student loan, your data are kept until the file is closed.
- Within the field of student work: your data are collected for the follow-up of activities and retained up to one year after the activities have taken place.
- Within the field of housing: your data are collected for registration and contract preparation, and are retained until the termination of the rental agreement with Howest.
- Within the field of mobility: your data are collected to process and follow up your application and are retained up to one year after the relevant academic year.
- Within the field of medical and psychological support: your data are collected for the follow-up of support services and related financial interventions and are retained up to one year after your period of study at Howest.

### **Do you have the right to information, access, modify or delete your personal data?**

As a student, you have the right to be informed. STUVO's privacy statement is available on the Howest website. In addition, STUVO provides information about the complaints procedure and relevant contact details in the Education and Examination Regulations.

You also have the right to access or obtain a copy of your file. Upon simple request, you may review your file together with a staff member.

You have the right to have your data **corrected** or **supplemented** if the information used by STUVO is incorrect or incomplete. You also have the right to request the deletion of personal data that are no longer relevant.

If you believe that STUVO has not complied with the regulations concerning the protection of personal data, you may contact Howest's Data Protection Officer. The contact details can be found at the end of this statement.

### **Will your personal information be passed on to third parties?**

STUVO annually processes anonymised registration data in its annual report. This data cannot be traced back to your personal identity. The annual report is published alongside Howest's annual report, after approval by the STUVO Council.

Information within the fields of social services and medical and psychological support may only be shared with fellow student counsellors and other parties involved in your file—such as therapists, CPAS staff, general practitioners, etc.—in the interest of your well-being and only after you have provided explicit written consent. This consent can be withdrawn or amended at any time.

In the context of scientific research, personal data will only be used if you have given your explicit written consent.

### **Is your personal information stored securely?**

STUVO takes appropriate technical and organisational measures to protect confidential data. It uses an electronic file system—a software application in which your personal data are stored digitally and made accessible to STUVO staff based on their area of work. Staff members involved in the relevant field, the administrative-financial officer, and the STUVO coordinator have access to this data.

### **Are STUVO employees bound by professional secrecy?**

Only social service employees (working within the fields of social services and medical and psychological support) are bound by professional confidentiality with regard to all information they become aware of in the course of their duties (Article 458 of the Criminal Code). As a result, your personal data can only be shared with:

- The administrative-financial officer, if necessary to fulfil the purposes of the processing
- STUVO's coordinator, due to her ultimate responsibility
- Persons for whom you have given explicit consent
- If there is a legal basis for doing so

Employees working in other domains are bound by a duty of discretion. Confidential information is not disclosed outside the organisation. Internally, information is only shared with others if necessary for the execution of tasks.

### **This privacy statement is subject to change**

STUVO may update this privacy statement at any time. Any changes will be published on this page and will take effect immediately upon publication.

## Contacts

To exercise your rights, you may contact the data controller or, if necessary, submit a request or complaint to the Data Protection Authority (DPO), free of charge and with confirmation of receipt.

- **Controller:** Hogeschool West-Vlaanderen Student Services  
Department Marksesteenweg  
58  
8500 Kortrijk  
Tel: 056/24 12 90  
Company number: 0259.366.716  
Contact: [privacy@howest.be](mailto:privacy@howest.be)
  
- **Data Protection Contact (DPO):**  
Website DATA PROTECTION AUTHORITY