

Student data confidentiality

Information for students

If you make use of ESA student support services (student counselor, student psychologist, confidential counselor, study management, Committee for Personal Circumstances, academic advisor), this will involve sharing your personal information with these ESA staff members. All conversations, interviews, data, documents and notes will be handled confidentially. The information will remain within the ESA student support department, unless you have given permission for information to be shared. It is only possible to contact other people without your permission, such as the GP, close relatives, etc., in the case of a crisis situation (acute danger to yourself and/or others).

The ESA staff members are obliged by law to handle personal information with care. Below, we have outlined which information we store and why.

STUDENT COUNSELOR

The student counselor makes notes during an appointment with you. Together with other information you provide, the notes are included in your confidential digital file. This information will be used exclusively to apply for provisions and/or facilities aimed at supporting your study progress. With your permission, and only if necessary for this purpose, this information (or part of it) will be shared with the Examination Committee, the Committee for Personal Circumstances and the members of staff responsible within the department or service at TU/e and/or the Education Executive Agency (DUO).

COMMITTEE FOR PERSONAL CIRCUMSTANCES

If you have submitted a request to postpone your BSA (Binding Recommendation for continuation of studies), your personal circumstances will be discussed confidentially in a private session of the Committee for Personal Circumstances. The Committee for Personal Circumstances will include a student counselor. He/she will assess these circumstances and then provide the Examination Committee for your program with advice concerning your BSA.

STUDY MANAGEMENT

If you have study management support, we make notes in your confidential digital file. This information is used solely for the purposes of providing effective support and will only be shared with the academic advisor and/or members of the student support team with your express permission.

The logo for TU/e, consisting of the letters 'TU/e' in a bold, red, sans-serif font.

**EINDHOVEN
UNIVERSITY OF
TECHNOLOGY**

ACADEMIC ADVISOR

The academic advisor will make notes on your conversation and include this in your digital file. This file will be used to keep a record of how your situation is developing and any questions from you. Other academic advisors can also view this information, but will only do this if this is relevant for your study program, for example if you want to switch programs. Personal information will not be shared with lecturers and other staff unless there is an acute danger for you and/or others.

STUDENT PSYCHOLOGIST

The student psychologists have a professional duty of confidentiality. This means that anything you tell them is handled with the utmost confidentiality. The information will remain within the team of student psychologists. The student psychologists make interview notes in a secure part of Osiris that is only accessible to them and not to third parties. If necessary, they may consult with each other in specific terms in order to be able to provide you with the best support. Information will not be shared with others without your written permission. It is only possible to contact other people without your permission in the case of a crisis situation (acute danger to yourself and/or others).

CONFIDENTIAL COUNSELOR

The confidential counselors handle everything you tell them confidentially, including the notes that they make during the conversation. They are not permitted to share information with others without your permission, even within their own department. They are only permitted to breach confidentiality if they face a serious moral dilemma. This occurs if a confidential counselor hears information that suggests you and/or others are in danger or run a serious risk of becoming so. The confidential counselor will always notify you about this in good time, providing reasons. Strict rules apply to breaching confidentiality.

If you wish to view the information about you that is stored and shared, please contact the person(s) at ESA to whom you provided the information. They can share and discuss this information with you.