

# Privacy statement selection tests and exams with online proctoring via Pruefster

How does Eindhoven University of Technology process personal data in relation to online proctoring via Pruefster?

## 1. Introduction

In this Privacy Statement, we provide you with information concerning the collection of your personal data by TU/e in relation to online proctoring via Pruefster.

We have tried to provide all information to you in clear and plain language. If you have any questions concerning our use of your personal data after reading this Privacy Statement, you may contact us via the contact data provided at the bottom of the Privacy Statement.

This Privacy Statement is valid as of October of 2024. The latest adjustments to this Privacy Statement were made in October 2024.

## 2. Who is responsible for your personal data?

TU/e is the Controller as described in the General Data Protection Regulation (GDPR) for the processing activities that are mentioned in this Privacy Statement. This means that TU/e is responsible for a careful and proper processing of your personal data.

## 3. What personal data do we process?

In relation to online proctoring via Pruefster, TU/e processes among other things the following personal data:

- Name (first, initials and last name)
- E-mail address (private e-mail for prospective students and TU/e e-mail for enrolled students);
- Account ID
- Oncourse ID
- Image of campus card with student number or other form of identification without BSN visible (please make sure to cover up your social security/ citizen service number)
- Photo of you (taken through the webcam of your (laptop)computer)
- Video and audio recordings of you and the room you are in while making the exam, made via the webcam of your computer/laptop
- Computer screen-recording while making the exam
- The IP address of the computer network to which your (laptop)computer is connected
- Timestamps + log data
- Chat content
- Suspicion level (per exam; red, green or yellow)

## 4. For what purposes do we process your personal data?

The personal data are processed in relation to the online proctoring of exams and selection tests via Pruefster for the following purposes:

1. To know (and verify) the identity of the (prospective) student who takes the test or exam.
2. To be able to detect fraud and to prevent fraud.
3. To be able to interact with the student and provide support.

4. To provide evidence when fraud is suspected or committed and student appeals this.
5. To minimize the study delay of students.
6. To facilitate students being monitored during their remote, online exams.

### **5. Showing your identification card**

In Pruefster you can be asked to identify yourself by showing either your TU/e campus card or your national identity document (such as an ID card or passport) to the camera. A photo of your ID might be taken to confirm your identity. It is important that your national identification number (for example, BSN) is not visible in the photo. Please cover up the national identification number on your ID card or passport when showing it to the camera.

### **6. What is the basis for processing your personal data?**

To be permitted to process your personal data, the processing must be based on one of the legal grounds of the GDPR. In the case of online proctoring of examinations and exams and selection test, TU/e has a task of public interest for the above-mentioned purposes. The public task assigned to the TU/e is to provide education, take exams and issue diplomas, while guaranteeing the quality of that education and of the diplomas awarded. As part of this public task, it is necessary to process your personal data as described above.

### **7. Who will have access to your personal data?**

#### **7.1 Access to your personal data within the TU/e**

Only relevant TU/e employees who need access to your personal data to fulfil their respective tasks will have access to your personal data in Pruefster. For example, employees of the TU/e who are appointed as reviewers or, in case fraud is suspected in some cases members of the Selection Committee, in other cases the examination committee in order to reach a conclusion about the possible fraud.

#### **7.2 Access to your personal data by the employees working for Pruefster**

Online proctoring via Pruefster is conducted by human proctors. The proctors are employees of Pruefster and they have access to your personal data in order for them provide you with (technical) support, to check your identification and to monitor for potential fraud. Proctors have (live) access to audio, video, ID, name, email, and the chat content during the monitoring. The assignment of students to each proctor is made randomly and the proctors cannot choose which student they monitor.

Additionally, support and IT employees of Pruefster have access to your personal data with the purpose of solving technical issues before and during the exam, answering questions of the students and proctors, controlling the incidents flagged by proctors after the exam, minimizing misleading judgements and internal quality control.

As Pruefster is a third party that processes your personal data on the instructions of TU/e, Pruefster is a Processor. TU/e has a suitable agreement in place with Pruefster, to ensure the protection of your personal data.

TU/e will not share the data with any other party, unless TU/e is required to do so by law.

### **8. For how long will your personal data be kept?**

The TU/e will not keep your data for longer than is necessary to reach the goals for which the data have been collected.

- The image of your campus card with student number (or other form of identification document) is automatically deleted immediately after the exam.
- If no identity fraud or exam fraud is suspected, the other personal data of each student will be deleted 30 calendar days after administering the selectiontest/exam in the system.
- If there is suspicion of identity fraud or exam fraud, the personal data which has been collected via Pruefster will be retained for the period necessary to reach a decision on the legitimacy of the result of an examination (including the period in which object or appeal proceedings take place).

### **9. Will my data be processed outside the European Economic Area ('EEA')?**

All personal data processed for online proctoring via Pruefster is processed within the EEA (Netherlands and Germany).

### **10. How are your personal data protected?**

TU/e has implemented appropriate technical and organizational measures to protect the personal data against unintended or unlawful destruction of the data, unintended damage, loss, alteration or unauthorized disclosure or access, and against all other forms of unlawful processing (including, but not limited to, unnecessary collection of data) or further processing. These appropriate technical and organizational measures include physical access controls at Pruefster facilities, encryption of processed data, strict data access controls and complying with ISO standards.

### **11. How can you exercise your privacy rights?**

You have the right of access to your personal data and, under certain conditions, rectification and/or erasure of your personal data. Furthermore, in certain cases you also have the right to restriction of processing of your personal data and the right to object to the processing.

To exercise your right of access, rectification, erasure, restriction or objection, please contact us via [privacy@tue.nl](mailto:privacy@tue.nl). Note, however, that we may ask for additional information to verify your identity when exercising these rights.

### **12. Whom can you contact?**

If you have questions about how TU/e processes your personal data, please let us know via [privacy@tue.nl](mailto:privacy@tue.nl). We will be happy to assist you.

If you believe that the processing of your personal data is not in line with the GDPR, for example if you believe we are not processing your personal data with due care, or if your request for access or rectification has not been answered in time, you may lodge a complaint with the Data Protection Officer (hereafter: DPO) via [dataprotectionofficer@tue.nl](mailto:dataprotectionofficer@tue.nl). The DPO serves as the link between the TU/e and the [Dutch Data Protection Authority](#). The DPO acts independently and can discuss your complaint or ask for advice from the Data Protection Authority.

If you do not agree with the handling of your complaint by the DPO, you may lodge a complaint directly to the Data Protection Authority. The Data Protection Authority will handle the complaint or the request and decide upon it.