

Privacy Policy – TU/e Learning Management System

Last update: 3 February 2017

*The TU/e Learning Management System (LMS) is provided for free by the Technische Universiteit Eindhoven (also referred to as **TU/e, we/us/our**). The LMS facilitates and enriches TU/e educational processes, allows you to co-operate and communicate with other users and to access and share (course) content. The LMS is designed to make teaching and/or learning easier for you. You can read more about your rights and obligations with regard to your use of the LMS in our [Terms of Use](#).*

When you make use of our LMS, we will process various personal data of you. TU/e is the data controller for the processing of your personal data under the applicable data protection law. We have notified the processing of your personal data to the Dutch Data Protection Authority under number m1640421.

This Privacy Policy applies to all users of the LMS and informs you on our privacy practices and security measures concerning the personal data we may collect from you when you make use of the LMS. This Privacy Policy does not see to the processing of personal data that is not related to your use of the LMS. We may change this Privacy Policy from time to time.

1 What kind of personal data do we process from you?

- 1.1 Your personal data is any data that is directly or indirectly attributable to you. The personal data we may collect from you when you register and use the LMS may include your name, title(s), gender, e-mail address, phone number, login name and password, unique identification number, IP address, browser details, search history, click patterns, logging information and any information included in your communication with us or uploaded by you through the LMS (including but not limited to inquiries and input on the discussion forum and documents provided)
- 1.2 *If you are a student:* We may also process the following data of you: student number, education background, details of the courses followed, interests in courses and information on the curriculum, uploaded files of work in progress, evaluations, feedback and study results.
- 1.3 *If you are a lecturer, study counsellor or policy maker:* We may also process the following data of you: reference number, information on your (academic) background, details of the courses given, evaluations and feedback of the submitted work by students;
- 1.4 *If you are a guest user:* information on your (academic) background, employment and if relevant details of courses given, evaluations and study results provided;
- 1.5 We may also process certain personal data of you by the use of (third party) cookies. More information on the cookies used in relation to the LMS can be found in our [Cookie Policy](#).

2 For what purposes do we process your personal data?

- 2.1 TU/e will only process your personal data in the context of the use of the LMS, more specifically for the following purposes:
 - Access control and safeguarding of your account;
 - Enabling you to use the features and services of the LMS;
 - For maintaining contact with you in relation to your use of the LMS and - if you are a student - for your education program with TU/e;

- Optimizing the LMS;
- For the handling of your requests, any complaints or disputes, and the investigation in this respect;
- For performance of audits;
- To meet with our statutory obligations.

3 Who has access to your personal data?

3.1 Your personal data may be accessed by our employees or other persons engaged on our behalf on a need-to-know basis only, such as lecturers, study counsellors, policy makers and administrative personnel. Also, you may make certain information available within the LMS and for certain participants, for example by participating in group discussions. Next to that, we may also instruct trusted third parties to perform services in respect of processing your personal data on our behalf. With such service providers we have concluded data processing agreements in order to secure the processing of your personal data.

3.2 As one of our data processors, we have involved Instructure, Inc, located in Salt Lake City, Utah, United States of America (**Instructure**), being the hosting provider of the LMS. As Instructure is located outside the European Economic Area (EEA), we have not only concluded a data processing agreement with Instructure, but also a data transfer agreement based on the Standard Contractual Clauses (controller / processor) validated by the European Commission, to safeguard the transfer of your personal data to Instructure. For the delivery of the LMS, Instructure may involve its affiliates or third parties as sub-data processors in accordance with the data processing agreement that has been concluded between TU/e and Instructure.

3.3 When you make use of our external plug-ins or social media buttons within the LMS environment, your personal data may be shared with the respective provider of such plug-in. You may find an overview of possible plug-in providers [here](#). Please note that the plug-in providers may process your personal data for their own purposes and may therefore qualify as data controllers. Neither TU/e nor Instructure is responsible for the data processing activities carried out by these parties when acting as a data controller. We advise you to check out their respective privacy policies.

4 How is your personal data secured?

4.1 No data transmission can be guaranteed to be 100% secure. As a result, while we strive to protect your personal data, we cannot ensure or warrant the security of any information you transmit to us. Once we receive your personal information, we will use our best effort to ensure its security, to protect it against loss, misuse or alteration.

5 How long will your personal data be retained?

5.1 We will process your personal data for as long as this is necessary for the purposes as stated in this Privacy Policy. Once you will no longer be connected to the TU/e, either as a student or as a lecturer, student counsellor or policy maker, we may retain your personal up to two years in accordance with the applicable data protection laws, unless you have submitted a reasonable and valid request to delete your personal data.

6 Your rights and contact

- 6.1 If you have any questions on the processing of your personal data, or if you would like to review, correct or change any personal data we may process of you, please contact us, using the following contact details:

Technische Universiteit Eindhoven
Attn: Helpdesk Canvas
PO BOX 513
5600 MB Eindhoven
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