

The Employee and Student Satisfaction Survey and your personal data

The University of Luxembourg invites you to participate to its Employee and Student Satisfaction Survey. Performing this survey requires the processing of your personal data .i.e information pertaining to you.

This Privacy Notice explains who we are, the personal data we collect, how we use it, who we share it with, and what your legal rights are.

Who is involved in processing your personal data?

The University of Luxembourg is the controller for the personal data concerned by this study. The University of Luxembourg is a public higher education and research establishment operating under the supervision of the Ministry of Higher Education:

Université du Luxembourg
2, avenue de l'Université
L-4365 Esch-sur-Alzette

The University's Data Protection Officer can be contacted at dpo@uni.lu.

University of Luxembourg's data protection policy can be viewed here:
https://wwwen.uni.lu/university/data_protection/data_protection_policy_and_faq

The University of Luxembourg has engaged the company Ilres S.A. (hereafter "TNS Ilres"), – whose registered office is located at L-8070 Bertrange, 41, rue du Puits Romain – to undertake the necessary interviews. TNS Ilres processes the personal data required for this study in accordance with the instructions of the University of Luxembourg; thus, TNS Ilres is the processor.

TNS Ilres will process your personal data and responses for the following purposes determined by the University:

- To conduct satisfaction surveys;
- For entry into the prize draw for students and doctoral students who participate in the survey. Prize draw terms and conditions can be found here:
https://wwwen.uni.lu/university/data_protection/satisfaction_survey

TNS Ilres is a leading provider of marketing and opinion research. It is part of the TNS Group, the world's leading ad hoc research company, present in over 80 countries. With the help of proven methodologies and innovative technologies, TNS Ilres has been providing quality data to its clients in a timely and securely manner. For more information about TNS Ilres, visit www.tns-ilres.com/accueil/

TNS Ilres will process your personal data and responses in strict confidence in accordance with this Privacy Policy.

What personal data is processed, and for what purpose?

a) Information communicated by University of Luxembourg to TNS Ilres :

The University of Luxembourg has shared with TNS Ilres the following information to carry out a satisfaction survey on their behalf on a confidential way, meaning that University of Luxembourg will not be able to know who answered what. Actually TNS Ilres will carry out a process of anonymization and anonymous survey data will be communicated to the University of Luxembourg. This way, University of Luxembourg can warrant that people can answer honestly, without fear of giving their real opinion about their employer/academic authority:

- Your e-mail address, on the sole purpose to invite you to participate in the survey. If you are a student or a PhD student and complete the survey questionnaire, you will be eligible to participate to the prize draw conducted by the University of Luxembourg. TNS Ilres will draw at random the e-mail addresses and use them to come back to the winners about the delivery of the prize.
- If you are a student, a PhD student or an employee, on the sole purpose to invite you to the right questionnaire.

b) Information collected by TNS Ilres :

- TNS Ilres will collect the data needed to manage the survey, i.e., if you have completed the survey questionnaire or not, and when you finished it. These information are necessary to send reminders to those who didn't answered yet.
- TNS Ilres will collect the data asked in the questionnaire: On the one hand, this includes the information needed to perform segmented analyses based on demographic profiles (e.g., sex, age, type of employment, type of studies). On the other hand, it includes your opinion about the services offered by the University of Luxembourg. TNS Ilres will communicate this data to the University of Luxembourg in an anonymous form. These information are necessary to help the University of Luxembourg to improve its services to employees and students.

The University of Luxembourg can assure you that you will NOT be identifiable in any published results.

What is the legal basis for processing this personal data?

The personal data processing described above is lawful insofar as it is necessary for the performance of the legitimate interest which the University of Luxembourg has in having at its disposal the information required to improve its services and be able to adapt them to the needs of its employees and students (article 6.1. f) of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural

persons with regard to the processing of personal data and on the free movement of such data).

Furthermore, although the legal basis for the processing is not consent as defined by the applicable data-protection legislation, please note that participation in the study is not mandatory and will only occur if you accept to provide the information requested in the questionnaire.

Who will have access to the personal data processed?

The data and information processed by TNS Ilres will be stored via a private cloud-based system on servers located in the European Union. The provider of the cloud service through which the information is recorded is not permitted to use this data; the provider is only allowed to access it for the purpose of server maintenance.

TNS Ilres uses a data collection software made available by the company NIPO Software BV, established at Amsteldijk 166, 1079 LH Amsterdam. This company will only process pseudonymised data on the sole purpose to give access to its data collection software, without access to e-mail address of the respondents.

TNS Ilres will send the information collected via the survey questionnaires to the company Dataexpert Services Kft., established at 4026 Debrecen, Hungary, Vendég street 84, 1/7. This company will help TNS Ilres to compile the data in the required format. This company will only process pseudonymised data, without access to e-mail address of the respondents.

TNS Ilres will send the processed data to the University of Luxembourg on an anonymous format, i.e. the answers to questionnaire without possibility of linking them to a respondent.

How will TNS Ilres ensure your personal information are secure?

TNS Ilres will implement security measures to protect the personal data from accidental or unlawful destruction, loss, alteration, unauthorised disclosure of or access to personal data transmitted, stored or otherwise processed on behalf of the University of Luxembourg. These measures are notably the following:

- The pseudonymisation and encryption of personal data.
- Means allowing to guarantee the constant confidentiality, integrity, availability and resilience of systems and services used for the processing.
- Means allowing to restore availability and access to the data in appropriate delays, in case of physical or technical incident.
- Regular tests, assessments and evaluation of the security measures effectiveness against data destruction, loss, alteration, disclosure or unauthorized access risks, and generally any unlawful processing.
- Use of providers who are ISO 27001:2013 certified.

For how long will the personal data be processed?

TNS Ilres will only retain your data in a way that can identify you for as long as is necessary to support the research project and findings. In practice, this means that once TNS Ilres has satisfactorily reported the anonymous research findings to the University of Luxembourg, and conducted the prize draw, it will securely remove your personal, identifying data from its systems, by the 31st of March 2022 at the latest.

Will the personal data be sent outside the European Union?

The personal data processed will not leave the European Union.

What are your rights?

Every person whose personal data is processed as part of the study can exercise the following rights:

- a) Right of access: The right to request information pertaining to their processed personal data.
- b) Right to rectification and erasure: The right to have their personal data rectified if it is inaccurate, and the right to request that their personal data be deleted.
- c) Right to restriction of processing: The right to request that processing be restricted, either for the duration required to verify the accuracy of certain data or because the processing is unlawful or no longer necessary; or for the time necessary to verify that the legitimate interests of the data controller prevail over the interests of the person who has objected to the processing.
- d) Right to object: The right to object to the processing of their personal data. For example, if you don't want that the University of Luxembourg uses your e-mail address for satisfaction survey purpose.
- e) Right to lodge a complaint with the supervisory authority: If a person concerned feels that the University of Luxembourg is not respecting the former's rights with regard to the processing of their personal data, they may lodge a complaint with a supervisory authority. For Luxembourg, this supervisory authority is the National Data Protection Commission (<https://cnpd.public.lu/en.html>).

<https://cnpd.public.lu/fr/support/contact.html>

or by post to 15, Boulevard du Jazz

Service des réclamations L-4370 Belvaux

How can you exercise these rights?

You can submit a request regarding any of the rights detailed above by contacting the Data Protection Officer of the University of Luxembourg by post or by e-mail:

Email: dpo@uni.lu

Post: Employee and Student Satisfaction Survey
Data Protection Officer
2, avenue de l'Université
L-4365
Esch-Belval

Please note that the data collected will be anonymised as soon as possible, most likely before the 31st of March 2022. Therefore, it is possible that this data will have already been anonymised when you submit your request, in which case the request will not be applicable.

Finally, please be aware that the University of Luxembourg will store your request and the responses thereto as part of its legitimate interest in retaining proof that your request has been handled; this proof is necessary should it need to establish, exercise or defend its rights.

In all events, you will receive a response as soon as possible, and in all cases within one month of your request being received, unless there are specific circumstances making this impossible, in which case you will be informed.