

# Privacy statement Urban Leisure & Tourism Lab Rotterdam

Urban Leisure & Tourism Lab Rotterdam processes your personal data to properly execute its legal, research and educational tasks. It is also possible that we need (extra) data from you for internships, extra supervision, study trips or other services. You are entitled to expect us to handle your personal data with all due care and confidentiality, this is provided for by law in the General Data Protection Regulation (GDPR).

Information about the partners we cooperate with digitally is also protected, in compliance with the GDPR, and cooperation is arranged via 'data processing agreements. We take the security of your data seriously, which is why we have taken appropriate measures to prevent the abuse, loss, unwanted publication and unauthorized modification of and unwanted access to your data.

## Why we process your data

We collect and record data via our newsletter registration form to keep you informed about events and developments. We do this on the legal basis of 'legitimate interest', as described in the AVG in Article 6.1 under f.

## How we obtain your data

We receive your data by your newsletter subscription via our registration form or when you contact us by email. If your data is needed for services that do not fall within our legal obligation or our research and education mission, we will ask you for your permission to obtain and use your data. We will then explain to you why that data is needed and with whom we may share your data. You will be informed that you are not obliged to provide your data in such cases. You may withdraw your consent at any time. You can read more about this under the heading "What are your rights?"

## Sharing personal data with others

We only provide data to other organisations if necessary, to comply with a statutory obligation or for the purpose of our teaching tasks. We enter into data processing agreements with organisations that we instruct to process your data. This ensures that your data enjoy the same level of protection and confidentiality when they are processed by the organisations in question. We will continue to be responsible for this use of your personal data.

# Research

We sometimes use or give personal data to others to conduct research or use for statistical purposes. There are then three possibilities:

- Almost all research works with anonymized research data, so no one can tell that this research is or has been conducted with your data.
- Sometimes it is necessary to conduct the research not anonymously. In that case, we will ask for your permission in advance to use data from you.
- In exceptional cases obtaining your permission is not possible or not desirable. For example, when it costs a disproportionate amount of time and effort. We will always consider this carefully. You can always object to this. Moreover, in these exceptional cases we will always anonymize or encrypt your data.

Do you not want us to process your personal data for research purposes? Please let us know, via: [ultlab.rotterdam@inholland.nl](mailto:ultlab.rotterdam@inholland.nl) or via

[functionarisgegevensbescherming@inholland.nl](mailto:functionarisgegevensbescherming@inholland.nl)

## What are your rights?

You have the privacy rights below.

### Right of inspection of your data

You have the right to inspect your personal data. You may also ask Urban Leisure & Tourism Lab Rotterdam to provide you with a breakdown of the personal data being processed, without being required to give a reason for your request. This should make it clear to you how your data are obtained and with which party or parties we might share or have shared your data. You will only be able to request data about yourself, not about others. This will not apply if you are able to demonstrate that you are requesting data on behalf of someone else and/or have been given consent to do so.

### Right of data rectification, amendment, restriction, portability or erasure

If the personal data registered is incorrect or incomplete, we can rectify, amend or erase data at your request. However, it will not always be possible to honour your request. This might be the case, for example, if legal proceedings have been initiated and your data will be important to the outcome of these proceedings.

## Withdrawing your consent

If you have given us consent to process your personal data, you are free to withdraw this consent at any time. You do this in the same way as the consent was originally granted.

## Objection to the processing of data

You can object to the processing of your personal data by asking us not to use your personal data anymore. However, it will not always be possible to honour your request. You will be expected to prove that the processing could be detrimental to you.

## How to exercise your rights

If you want to exercise one or more of your privacy rights, you must:

- submit a request by post;
- provide proof of your identity at the relevant desk at Inholland University of Applied Sciences.

We will handle your request within one month. If your request is complex, we will need an additional two months.

## Objections and appeals

If your request is not honoured, or is not honoured in full, we will always explain why. You will be entitled to have the result of your request set out in a decision and then lodge an appeal against the decision with the controller: the Executive Board of Inholland University of Applied Sciences. The decision issued to you will include instructions on how to do this.

## Registering a complaint

Are you not satisfied with the actions of Urban Leisure & Tourism Lab Rotterdam in handling your privacy or processing your personal data? Or do you think Urban Leisure & Tourism Lab Rotterdam has wrongly processed your personal data? Then you can file a complaint with the university, via the email address: [functioarisgegevensbescherming@inholland.nl](mailto:functioarisgegevensbescherming@inholland.nl).

If we are unable to resolve an issue together, you will be able to take the matter to court. You can read more about this in our decision regarding your complaint. In addition, you are also free to register a complaint with the supervisory authority, the Dutch Data Protection Authority, if you feel that your rights have been infringed. For

more information, please visit the website of the Dutch Data Protection Authority and click on 'Klacht melden' (Register a complaint).

## Data Protection Officer

The Data Protection Officer monitors Inholland University of Applied Sciences' compliance with your privacy rights. If you have any questions about the record of processing activities or would like to report a suspected data breach or privacy abuses, please contact the Data Protection Officer on the general telephone number for Inholland University of Applied Sciences or at [functienarisgegevensbescherming@inholland.nl](mailto:functienarisgegevensbescherming@inholland.nl).

## Your website visit

Cookies are placed whenever anyone visits our website. We use technical cookies, functional cookies and analytical cookies. A cookie is a small text file that is stored on your computer, tablet or smartphone when you visit a website for the first time. The cookies we use are vital to the smooth technical operation of the website and its user-friendliness. Cookies ensure that the website works as it should and remember your preferred browser settings. Cookies are also used to remember your surfing behaviour and preferences, which enables us to improve the services we offer you. However, you can always choose to opt out of cookies by blocking them in your internet browser settings. You can delete all information saved previously in your browser settings as well.

## More information

Please see the Privacy Policy and Information Security Policy documents for information about how Inholland University of Applied Sciences handles personal data and the security measures it puts in place. Please see the Privacy and Information Security page on Insite (intranet) for information about such topics as how we arrange accessibility, privacy and the protection of your data on our website and other online services. If you have any privacy-related questions, please contact the Data Protection Officer at [functienarisgegevensbescherming@inholland.nl](mailto:functienarisgegevensbescherming@inholland.nl). For general information about privacy, please see the website of the Dutch Data Protection Authority.