

Privacy statement supplement - Facility Management department, Service Centre

In this privacy statement supplement we inform you about how Radboud University's Service Centre, part of the Facility Management division, handles your personal data, for what purposes and on what basis this occurs, how your personal data is processed, what rights you have when your personal data is processed, and where you can direct questions or requests about your privacy. The Service Centre takes the privacy of its customers very seriously. Customers' personal data are strictly confidential and are used by the Service Centre for administrative purposes only. Personal data are treated in accordance with the laws and regulations on the protection of personal data. The Service Centre is responsible for the processing of personal data as set out in this privacy statement.

Contact details

Campus & Facilities

Facility Management department, Service Centre

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parkeren-cf@ru.nl

Website <https://www.ru.nl/services/bereikbaarheid-en-parkeren>

Personal data we process for our business operations: purposes and bases

The Service Centre processes your personal data because you use our parking service. In order to use the parking service, an agreement, the parking subscription, is concluded with you as a customer. The parking subscription, the agreement, is our basis for processing your personal data. The term 'customer' refers to (1) persons with an active parking subscription and (2) persons who have cancelled their parking subscription. Below is an overview of your personal data that we process relating to a parking subscription:

Accounts receivable and accounts payable administration

- First name, surname, initials, gender and RU or UMC personal number for the purpose of identifying you (business purpose), contacting you (communication purpose) and sending invoices and direct debits (financial purpose).
- Place of residence for the purpose of sending direct debits (financial purpose).
- E-mail address for the purpose of contacting you regarding payments or other details relating to the parking subscription (communication purposes).
- Financial details for sending direct debits and for our financial administration.
- Telephone number for contacting you about payments and other matters (communication purposes).

Business purposes

- Campus card: to grant you access to the car parks. Your number plate can be linked to your campus card. This is not compulsory. Automatic number plate recognition allows you to drive in and out (in car parks where number plate recognition is available) without having to show your campus card. This helps to improve the flow of traffic in the car parks. When using automatic number plate recognition, we take a photo of your number plate. We do not photograph the occupants of your vehicle.
- Campus card - not personal details - for statistical purposes. In order to determine how busy a car park is, vehicles entering the car park, either with a subscription or without a subscription, are counted. The campus card is used for this. When counting, we cannot see who the campus card belongs to.

Retention periods

Companies are obliged to keep financial data for seven years. This is laid down by law in the obligation to keep tax records (fiscale bewaarplicht). The Dutch tax authorities consider accounts receivable and accounts payable

administration to be basic data that must always be retained for seven years. The statutory retention obligation also applies to customers who have cancelled their subscription.

Special and/or sensitive personal data that we process

The Service Centre does not process any special or sensitive personal data.

Sharing personal data with third parties

The Service Centre does not sell your data to third parties and will only disclose it to third parties if this is necessary for the execution of our agreement with you or to comply with a legal obligation. We conclude a processing agreement with companies that process your data on our behalf to ensure the same level of security and confidentiality of your data. The Service Centre remains responsible for this processing.

Access to, correction or deletion of data

You have the right to access, correct or delete your personal data. You also have the right to withdraw any consent you may have given for the processing of your personal data or to object to the processing of your personal data by the Service Centre, and you have the right to data portability. This means that you can submit a request to mijnprivacy@ru.nl for the personal data we hold about you to be sent to you or another organisation that you nominate. If you wish to exercise your right to object and/or your right to data portability, or if you have any other questions/comments about the data processing, please send a detailed request to mijnprivacy@ru.nl. However, the right of destruction does not extend to the financial records of the Service Centre. Financial records must be kept for seven years.

The Service Centre will respond to your request as quickly as possible, but in any case within two weeks. If you withdraw your consent for the data processing or object to the processing of your data, we will be obliged to cancel your subscription as we need your personal data to provide our services.

The Service Centre will endeavour to comply with requests regarding the exercise of one of the aforementioned rights to your satisfaction. If this proves not to be the case, you can contact Radboud University's Data Protection Officer at FG@ru.nl, or you can contact the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) (www.autoriteitpersoonsgegevens.nl).

Securing personal data

The Service Centre takes appropriate measures for dealing with misuse, loss, unauthorised access, unintended publication and unauthorised alterations. If you believe that your data has nevertheless not been properly secured, or if there is any indication of misuse, please contact mijnprivacy@ru.nl.

Cookies

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