



INFORMATION ON THE PROCESSING OF PERSONAL DATA

Customer satisfaction surveys for those who benefit from university services

pursuant to Art. 13 of the Regulation (EU) 2016/679

ABOUT THIS INFORMATION

The information provided below describes, as required by the EU Regulation 2016/679 (hereinafter the "Regulation"), the processing operations performed on the personal data provided by students, professors, PhD students, research grant holders and members of the administrative and technical staff of the University of Verona (hereinafter, the "University"), for *customer satisfaction* analyses on the services offered by the University, as part of the 'Good Practice' project.

DATA CONTROLLER

The Data Controller is the University of Verona, located in Via dell'Artigliere n. 8, IT-37129, Verona (e-mail: privacy@ateneo.univr.it, PEC-certified email: ufficio.protocollo@pec.univr.it, phone: +39 045.8028777).

DATA PROTECTION OFFICER

The University's Data Protection Officer (DPO) can be contacted at the following e-mail address: DPO@ateneo.univr.it.

PURPOSES AND LEGAL BASIS FOR THE PROCESSING

The processing of personal data collected automatically upon completion of the questionnaire will be carried out by the University, in accordance with the principles of lawfulness, fairness, transparency, and data minimisation as per art. 5, paragraph 1 of the Regulation, exclusively for the following purposes:

- to improve the services offered by the University;
- to measure and compare the performances of administrative and support services provided by Italian universities (*benchmarking*).

The legal basis for the processing is the fact that the person concerned (Data Subject) is aware of it, and it is optional to provide the information required in the questionnaire.

DATA PROCESSING METHODS

The e-mail invitation to take part in the online survey does not in any way bind the person concerned to complete the questionnaire.

The **data and information automatically recorded** for the purpose of enabling the person concerned/survey participant to fill in the online questionnaire, through a specific software (LimeSurvey) – e.g. e-mail address, date and time of the last operation, IP address – are collected and processed exclusively for the purpose of preventing the person concerned/survey participant from completing the same questionnaire more than once.

The **data and the answers provided by the person concerned/survey participant within the questionnaire** are collected by the Data Controller exclusively for the purposes stated above, and will not be combined with other information (including those automatically recorded by the software mentioned above) in a way that could identify the person concerned/survey participant: the Data Controller will in no way be able to associate any data gathered from the survey with any personally identifying information from any source.

CATEGORIES OF PERSONAL DATA

The data being processed are the following:

- your personal data and contacts (these will not be associated with the personal views expressed in the



questionnaire);

- information relating to your connection details and login/access to the software (these will not be associated with the personal views expressed in the questionnaire);
- your personal views on the services offered by the University (these will not be associated with the personal views expressed in the questionnaire).

DATA RECIPIENTS

The personal views expressed in the questionnaire – that will in no way be associated with the identity of the person concerned/survey participant – will be transmitted, or will in any case be available, for the sole purpose of the activities set out above, to the employees and collaborators assigned to the competent offices of the University, or the natural or legal persons who provide consultancy or services to the University.

In particular, the personal data collected by the University will be managed and stored on servers external to the University, based in the European Union and managed by suppliers of the University through contract of service (Microsoft headquarters, Ireland).

The answers to the questionnaire, processed in the ways specified above, will be made available to the Evaluation Group of the University for matters within its remit, and to the *Politecnico di Milano*, as part of the 'Good Practice' project, for benchmarking purposes, in relation to the other Italian universities taking part in the project.

INTERNATIONAL DATA TRANSFER

As stated above, data will be transferred abroad and stored on the servers of the supplier.

DATA RETENTION

The collected data will be kept for a period of time not exceeding the achievement of the purposes for which they are processed ("storage limitation principle", pursuant to Art. 5 of Regulation), or in accordance with the terms set out by law.

RIGHTS OF THE DATA SUBJECTS

Data Subjects have the right to obtain from the University, where appropriate, access to their personal data as well as rectification or erasure of such data or the restriction of the processing concerning them, and to object to the processing (pursuant to Articles 15 and following of the Regulation).

Please contact the University (e-mail: privacy@ateneo.univr.it) to lodge all requests to exercise these rights.

RIGHT TO LODGE A COMPLAINT

If a Data Subject considers that the processing of personal data relating to him or her as performed here infringes the Regulation, he or she has the right to lodge a complaint with the Italian data protection authority - "Garante per la protezione dei dati personali" (Art. 77 of the Regulation), or else to bring a judicial proceeding against the University pursuant to Article 79 of the Regulation.