

## Information on the processing of personal data within the framework of processing activities undertaken by the Counselling Centre of the Commissioner for Students with Disabilities or Chronic Illnesses (BBST)

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23 August 2023

Heinrich Heine University Düsseldorf (hereinafter HHU) provides these data protection notes in order to fulfil its duty to supply information on the processing of personal data stated above pursuant to Arts. 13 and 14 of the General Data Protection Regulation (GDPR).

You can find further information in the HHU privacy statement (German only) (<https://www.hhu.de/datenschutzerklaerung>).

Please refer to the definitions in Art. 4 GDPR with regard to the terms “personal data”, “processing”, “controller”, “third party”, etc. used here.

You provided the BBST with personal data when you registered – either in writing or by e-mail. With the following data protection notes, we would like to provide you with an overview of the processing of your personal data and inform you about your rights.

### 1. Contact details

The controller for the processing is HHU, a corporate body under public law (*Körperschaft des Öffentlichen Rechts*) supported by the State of North Rhine-Westphalia (NRW). It is represented by the President, Professor Dr Anja Steinbeck.

#### 1.1. Contact details of the controller

Heinrich Heine University Düsseldorf  
Universitätsstr. 1  
40225 Düsseldorf, Germany  
Tel.: +49 211 81-10000  
<https://www.hhu.de>

#### 1.2. Contact for the processing

Commissioner for Students with Disabilities or Chronic Illnesses  
Professor Dr Frank Dietrich  
Universitätsstr. 1  
40225 Düsseldorf, Germany  
Tel.: +49 211 81-12912  
E-mail: [beauftragterbbst@hhu.de](mailto:beauftragterbbst@hhu.de)

### 1.3. Further contact for the processing

Head of the Counselling Centre of the Commissioner for  
Students with Disabilities or Chronic Illnesses  
Lydia Schmidt M.A.  
Universitätsstr. 1  
40225 Düsseldorf, Germany  
Tel.: +49 211 81-15005  
E-mail: [bbst@hhu.de](mailto:bbst@hhu.de)

### 1.4. Contact details of the Data Protection Officer

You can contact the official HHU Data Protection Officer by post at the address of the controller stated above or via the following means:

The Data Protection Officer  
E-mail: [datenschutz@hhu.de](mailto:datenschutz@hhu.de)  
Tel.: +49 211 81-13060  
<https://www.hhu.de/datenschutz>

## 2. Information on the personal data processed and the purposes of the processing

Within the framework of the BBST processing activities at HHU, which are necessary in order to realise the counselling, the following personal data from you are processed for the stated purposes.

All data are collected directly from you or arises in the course of the counselling process.

### 2.1. Initiation of the counselling process

You enter the following categories of personal data on a form, which serve as the basis for the counselling process:

- Last name, first name
- Date of birth, necessary to exclude the possibility of any confusion in the event of two people with the same name
- Gender, to enable us to address you in accordance with your wishes (male, female, other)
- Address data (street, building number, postcode, town/city)
- Contact details (mobile phone and landline numbers, e-mail address)
- Information about your studies (subject, enrolment date)
- Health data (type and degree of disability, category, disabled person's pass available (yes or no))
- Information about study progress

## 2.2. Realisation of the counselling process

In addition to the information under point 2.1, further personal data are collected and processed during the counselling process. In the course of the counselling process, e-mails and telephone calls, both as video conferences and as personal calls, are documented and – where necessary for the counselling – stored. In this context, name, date of the counselling session, student contact details, student ID number, study programme incl. enrolment, disability/illness and any officially registered severe disability, as well as the subject of the counselling, are stored. Documentation of the sessions is intended to enable an ongoing counselling process throughout your studies.

The counselling is divided into two parts: analysis of the actual situation and provision of a recommendation tailored to the situation and your wishes/needs as a student. The primary aim of the analysis is to establish the status quo with regard to organisation and progress of studies, exams and where necessary also family, financial and living situation, as well as professional future.

### Notes on using video conferences:

Video conference counselling sessions via Cisco Webex are also possible. Please note that Cisco is an American company. As a consequence of the Cloud Act applicable in the USA, US authorities may in principle access the data of American companies. The processing of all data collected is regulated via a processing contract concluded pursuant to Art. 28 GDPR. Cisco also uses end-to-end encryption for all web meetings. You can find more information on the encryption of web meetings by Cisco Webex under the following link:

<https://help.webex.com/de-de/article/5h5d8ab/Durchg%C3%A4ngige-Verschl%C3%BCsselung-mit-Identit%C3%A4ts%C3%BCberpr%C3%BCfung-f%C3%BCr-Webex--Meetings>

## 2.3. Support with compensation for disadvantages

We would be pleased to support your application for compensation for disadvantages, which includes your student ID number and your full name. We use your student ID number to track when you completed your studies and were de-registered. Students with a long-term disability lasting more than six months, which represents a disadvantage in the meaning of equal opportunities, are legally entitled to compensation for disadvantages. A disabled person's pass, your degree of disability and category all help tailor compensation for disadvantages to your personal needs, but are not essential. A statement from a specialist doctor or psychotherapist is sufficient insofar as it confirms which disadvantages in the meaning of equal opportunities you experience in your studies as a result of your disability.

The Head of the Counselling Centre for Students with Disabilities or Chronic Illnesses will then review your application and prepare a corresponding letter of recommendation on request. The same applies in the case of applications to continue studying under the provisions of exam regulations that are due to expire, for a leave of absence due to illness, for an extension of support provided under the Federal Training Assistance Act (*Bundesausbildungsförderungsgesetz – BAföG*), for aids and/or assistance with studies, etc.

## **2.4. Newsletter**

Your HHU e-mail address will be collected for the purpose of keeping you up-to-date with the latest developments at Heinrich Heine University Düsseldorf, as well as nationwide offers and news for students with disabilities or chronic illnesses. In addition to an event calendar, this offering includes e.g. information on compensation for disadvantages, accessibility, guidance systems for the blind, new aids and diversity news.

## **2.5. Statistics and reports**

Your data are also processed further on an anonymous basis for the following purposes:

- Recording the number of students with a disability or chronic illness to serve the optimisation and organisation of teaching in the individual subjects.
- Recording the type of disability or chronic illness for statistical purposes to serve the optimisation of accessibility and other support offers, and thus identify existing organisational development requirements.
- Interests and support requirements provide insights into your wishes and needs. With the help of quantitative and qualitative findings from the questionnaires and counselling sessions, the Counselling Centre can identify needs at Heinrich Heine University. The results play a key role in defining the recommendations the Commissioner for Students with Disabilities or Chronic Illnesses makes in particular to the Rectorate at Heinrich Heine University Düsseldorf. The objective determination of requirements can contribute to changes and/or modifications to teaching and day-to-day student life.

## **3. Legal basis for the processing**

Your personal data are processed on the basis of the provisions of the GDPR, the state Data Protection Act and further applicable laws. The processing will only be carried out for the purposes stated under Section 2. The data processing occurs pursuant to Art. 6 (1) a GDPR on the basis of informed consent.

## **4. Transfer of personal data**

Only Counselling Centre employees have access to your personal data. The transfer of personal data to third parties will only occur following consultation with you and with your explicit consent.

Solely in instances where individuals may pose a danger to themselves or others, it is possible that personal data will be forwarded to the social psychiatric service and/or the police following a risk analysis.

## **5. Duration of processing/data erasure**

Stored personal data will be erased if you withdraw your consent to storage, when the purpose of the storage has been fulfilled or in the event that the data storage becomes impermissible for other statutory reasons. Where necessary, we process and store your personal data for a maximum of three years.

## 6. Your rights as the data subject

As the data subject, you may assert the rights granted to you under the GDPR at any time:

- The right to information about whether your personal data are processed and, if so, which data pursuant to Art. 15 GDPR, Art. 12 Data Protection Act NRW (*Datenschutzgesetz NRW – DSG NRW*);
- The right to demand rectification or completion of data concerning you pursuant to Art. 16 GDPR;
- The right to erasure of the data concerning you pursuant to Art. 17 GDPR, Art. 10 DSG NRW;
- The right to demand restriction of the data processing pursuant to Art. 18 GDPR;
- The right to data portability pursuant to Art. 20 GDPR;
- The right to object to any future processing of the data concerning you pursuant to Art. 21 GDPR, Art. 14 DSG NRW.

You also have the right to lodge a complaint with a supervisory authority pursuant to Art. 77 GDPR if you believe that the processing of the personal data concerning you violates the GDPR. The supervisory authority in NRW responsible for HHU is the

State Commissioner for Data Protection and Freedom of Information for the  
State of North Rhine-Westphalia  
Kavalleriestraße 2 – 4  
40213 Düsseldorf, Germany  
Tel.: +49 211 38424-0  
E-mail: [poststelle@ldi.nrw.de](mailto:poststelle@ldi.nrw.de)

We would however be grateful if you could contact our Data Protection Officer before lodging a complaint with the supervisory authority. We will do our best to solve the issue.

## 7. Validity of these data protection notes

We reserve the right to amend these data protection notes where necessary to ensure compliance with amendments to relevant laws or regulations or to better meet your needs. The latest version of these data protection notes as published by HHU shall apply.