

INFORMATION ON DATA MANAGEMENT AND CONFIDENTIALITY – STUDY GUIDANCE VUB

WELCOME TO STUDY GUIDANCE

The **Study Guidance** service at the Vrije Universiteit Brussel consists of a diverse team of *student psychologists¹, study advisors, study path counsellors, inclusion coordinators, coordinator of 'positioning tests and compulsory remediation', project staff, administrative staff, interns and student workers. This team is coordinated by the head of department and the deputy head of department.*

All staff members of Study Guidance handle the information that you, as a VUB student, entrust to them with care.

WHAT IS THE PURPOSE OF REGISTERING/RETAINING DATA?

Study Guidance registers data in order to further tailor its guidance services to improving the study efficiency and student well-being of the VUB students who use these services.

HOW IS YOUR DATA REGISTERED AND/OR RETAINED?

Your data is securely registered through the digital tool **Clarif FileMaker**.

Study Guidance staff may keep additional personal notes independently by means of another digital tool or on paper. It is the responsibility of every staff member to ensure that such personal notes are always stored securely.

Tests, questionnaires and emails are retained, both through various digital tools (Clarif FileMaker, OTRS, Microsoft Forms, Microsoft Outlook, Microsoft Excel, etc.) and on paper, for the legally required retention period in VUB's (digital) archives in a secure manner.

¹ Student psychologists are clinical psychologists who fall under the Coordinated Act of 10 May 2015 on the exercise of the healthcare professions and are therefore bound by the Patients' Rights Act and the Quality Act.

RETENTION PERIOD: HOW LONG IS YOUR DATA RETAINED?

The student file (including personal notes), as compiled by a student psychologist¹, must be retained for a minimum of 30 years and a maximum of 50 years, calculated from the date of the last contact.

All other data is retained for as long as you are enrolled as a VUB student and for a maximum of 5 years after graduation, discontinuation of your studies, or deregistration.

WHAT DATA ABOUT YOU IS REGISTERED/MAINTAINED?

- When you **call** the **Meeting Point** or **visit in person**, the following data is registered:
 - the contact moment (date),
 - the contact method (face-to-face or telephone),
 - the language (Dutch, English or other),
 - the identity of the enquirer (VUB student, prospective student, former student, parent, or other),
 - the topics discussed,
 - any referral made (if applicable).

This data is **registered anonymously**. Study Guidance collects this data in order to optimise the operation of the Meeting Point.

- When you **fill in** the **reflection tool** of Study Guidance, the following data is registered:
 - your name and student number (if filled in),
 - the date on which you completed the reflection tool,

All your answers will also be stored securely in accordance with the retention period.

- New VUB students are automatically enrolled in the '**Studiebegeleiding/Study Guidance**' **Canvas course** so that they can make use of our self-help modules. The following data is retained:
 - your name,
 - your avatar picture (if you have set one yourself),
 - your biography (if you have added one yourself),
 - your login ID (or VUB email address),
 - your SIS ID,
 - your enrolments as a course participant in our other Canvas courses ('Study Guidance', 'Academisch schrijven', 'SB – Bijna jouw bachelor of master op zak, wat nu?', 'study guidance – what after obtaining a bachelor's/master's degree) (where applicable),
 - your enrolment date as a course participant,

- the submission date of assignments and the corresponding grade (where applicable),
 - the number of times you have viewed items, the number of times you have participated, and the last time the items were viewed,
 - the date and time of the last activity/interaction,
 - the total duration of activity.
- When you **compose your individual study path yourself** using the **digital tool** Qualtrics Survey, developed by the study path counsellors, the following data is retained:
 - your email address (if you have provided it),
 - the other information you entered (e.g. your faculty, the number of credits you wish to take, the number of learning-account credits you have remaining, the courses you wish to take, etc.).
 - When you attend a **group session** organised by Study Guidance, the following data is registered:
 - your name and student number,
 - the facilitator of the group session and their role,
 - the title of the group session,
 - the contact moment (date),
 - the contact method (on-campus, online or hybrid),
 - any referral made (if applicable).

As a participant, you can also fill in the evaluation form after the group session. This data is then retained in order to optimise the group offer.

- When you make an **individual appointment** with a **study advisor, study path counsellor** or **career coach**, the following data is registered:
 - your name and student number,
 - your advisor and their role,
 - the contact method (face-to-face, video/audio call, chat, email or no-show),
 - the contact moment (date),
 - the stage of the guidance process,
 - the topics discussed,
 - any referral made (if applicable).
- When you make an **individual appointment** with a **student psychologist¹** or you are invited for an individual conversation, the following data is registered and/or retained:
 - your name and student number,
 - your advisor and their role,
 - the contact method (face-to-face, video/audio call, chat, email or no-show),

- the contact moment (date),
- the referral route (how the student was referred to a student psychologist),
- the stage of the guidance process (intake appointment, guidance appointment or follow-up appointment),
- the topics discussed,
- any referral made (if applicable),
- personal antecedents,
- family antecedents,
- any diagnoses,
- information regarding other healthcare professionals,
- any personal notes (if any).

This data is collected in what is referred to as the **"student file"**.

- When you apply for a **ReFlex status and/or flexibility measures** through the online form with a **member of the ReFlex team**, the following data is registered and/or retained:
 - your chosen correspondence language (Dutch or English),
 - your name and student number,
 - your VUB email address,
 - your study programme and faculty,
 - your disability or functional impairment,
 - your supporting certificate,
 - whether you have previously held a ReFlex status,
 - whether you have a permanent or temporary status,
 - your flexibility measures.
- When you make an **individual appointment** with an **inclusion coordinator or another member of the ReFlex team**, the following data is registered:
 - your name and student number,
 - your advisor and their role,
 - the contact method (face-to-face, video/audio call, email or no-show),
 - the contact moment (date),
 - the stage of the guidance process,
 - the topics discussed,
 - any referral (if applicable).

- When you register as a **tutor/tutee**, the following data is retained:
 - your name and student number,
 - your faculty and study programme,
 - the courses/subjects/skills where you want to offer/receive help,
 - the type of tutor you are or the preference for the type of tutor you want to be tutored from,
 - the personal information you choose to share about yourself,
 - your availabilities for a tutoring appointment
 - the tutor(s)/tutee(s) to whom you are linked.

As a tutor, you also register when tutoring appointments took place, how long the tutoring session lasted, and which tutee received the tutoring.

As a tutor/tutee, you can also fill in the evaluation form after each tutoring session. This data is then retained in order to optimise the tutoring service.

- When you **attend an intake interview and complete compulsory training** (with a member of Study Guidance staff) to become a **tutor**, the following data is registered:
 - your name and student number,
 - the contact moment (date),
 - the type of training (Canvas training or online training).
- When you enrol in **a study programme that includes a positioning test**, the following data is retained in the context of compulsory remediation:
- When you register for **a course that has a starting test**, the following data is kept in function of the compulsory remediation:
 - your name and student number,
 - your date of birth,
 - your diploma and motivation statement (in the context of an exemption from compulsory remediation),
 - your email address,
 - the year of participation and the positioning test/start test session,
 - the name of the test,
 - your result: passed / failed and scores,
 - the remediation indicator,
 - any type of exception granted (if applicable),
 - your examination results per course and study efficiency.

WHAT INFORMATION IS OR IS NOT SHARED WITH OTHERS?

The staff members of Study Guidance fulfil **different functions** and are therefore subject to **different deontological codes and corresponding obligations**.

- **PROFESSIONAL SECRECY - student psychologists¹**

A student psychologist¹ may not disclose information about you to third parties. Both your decision to make an appointment with a student psychologist¹ and the content of that appointment remain confidential.

The team of student psychologists¹ operates under a system of shared professional secrecy. This means that information may be exchanged among themselves, or with other care providers who are also bound by professional secrecy and who are involved in supporting the student, provided that the student has given written consent. A student psychologist¹ will only share information that is useful for providing appropriate support to the student.

A student psychologist¹ may only breach professional secrecy in exceptional circumstances, for example in the event of an emergency situation. For an overview of the main exceptions, please consult the website of the Belgian Psychologists' Commission: https://www.compsy.be/nl_BE/le-code-de-deontologie.

In any case, you can always consult a complete and up-to-date state of affairs on the website of the Psychologists' Commission: https://www.compsy.be/nl_BE.

A student psychologist¹ is the only person who has access to the student records in Claris FileMaker relating to students under their guidance. Other staff members of Study Guidance can see in Claris FileMaker whether a student is, or has been, receiving support from a student psychologist, and when this support took place, in order to ensure appropriate follow-up and support for the student.

- **DUTY OF CONFIDENTIALITY - study advisors, study path counsellors, career coaches, inclusion coordinators, coordinator of 'positioning tests and compulsory remediation', project staff, administrative staff, interns, student workers, the head of department and the deputy head of department**

A duty of confidentiality is the obligation not to disclose information obtained in the course of one's role or position to anyone other than those who are authorised to access it.

This means that staff members who are bound by a duty of confidentiality may only share information with colleagues when this is necessary for the implementation of the procedures set out in the VUB Education and Examination Regulations, or when the information is useful in the context of providing appropriate guidance.

Only Study Guidance staff members who provide guidance services have access in Claris FileMaker to the data collected as described above, and more specifically to information regarding which VUB students have made use of which type of guidance service, when this took place, and whether a referral was made, where applicable. This access is granted in order to ensure appropriate follow-up and support for the student.

Only members of the internal Study Guidance group 'Inclusive Policy' view the certificates and statutes of the ReFlex students.

All interns and student workers employed by Study Guidance receive training in careful data management. They subsequently sign the associated '*confidentiality agreement*' and '*Code of Conduct*', in which they agree to comply with their duty of confidentiality and with the established working arrangements.