



## Data protection declaration: Handling of personal data in the ServiceCenterStudies

### 1. Purpose and data-collecting authority

The ServiceCenterStudies (SCS) is your contact for all questions about studying at TU Dresden. You can reach the SCS by phone during the office hours of the service hotline, by e-mail or in person during the opening hours of our service point. Your request will be answered by our service staff and/or forwarded to the appropriate contact person at TU Dresden. Our cooperation partners include the Central Student Information and Counselling Services, the Admissions Office, the International Office, the Career Service and the SLM-Coordination-Unit (selma).

Any personal information provided in your request (such as your name, matriculation number, degree programme, email attachments) will only be used to answer your request. Your data will be treated in strict confidentiality.

Students of TU Dresden are kindly requested to use the e-mail address provided by TU Dresden for communication with the SCS (e.g. max.mustermann@mailbox.tu-dresden.de).

### 2. Data processing

Depending on the request, the processing includes the following personal data: name, address, gender, date of birth, place of birth, nationality, information on residence status and visa (for international students), enrolment data (matriculation number, degree programme/field of study, duration of study, payment of the semester fee), data on the course of study (results of examinations, leave of absence, de-registration), certificates (school and university certificates, job references, evidence of internships, languages), information included on your CV (jobs and internships, information on children, maternity, education and parental leave, participation in further education programmes, insurance status).

For data protection reasons, particularly sensitive documents sent to the SCS (medical certificates, documents relating to police procedures, passwords) *are not* processed by the SCS and are deleted immediately. For strictly confidential matters, please contact the relevant contact person for a personal meeting or send your request by post. For technical reasons, the email response from the ServiceCenterStudies cannot be sent via a secure Internet connection. There is no guarantee that the response from the SCS will actually reach you. Emails can be read during the transmission, changed, or deleted by unauthorised persons. Please note that communication via the Internet is not secure.

At events of TU Dresden and on the campus of the university, SCS employees occasionally conduct short surveys. Participation in the surveys is voluntary. The data collected in this way will be treated confidentially, processed only for the stated purpose and does not allow any conclusions to be drawn about individual persons.

### 3. Data transmission

The ServiceCenterStudies of TU Dresden will process your request immediately or forward your request to the right contact person within the TU Dresden. If you send an email to a contact person with whom you are already in contact, the email is sent directly to the contact person and is not processed by the SCS. Unless otherwise stipulated by law, personal data will not be

transmitted to third parties.

4. Legal basis

The processing of your data is carried out in accordance with the EU General Data Protection Regulation (EU-GDPR), the Saxon Data Protection Law (SächsDSDG), the Act on the Autonomy of Institutions of Higher Education in the Free State of Saxony (SächsHSFG) in conjunction with the Saxon Act on Personal Data at Institutions of Higher Education (SächsHSPersDatVO) and the Regulations for Enrolment at TU Dresden. The general privacy policy of TU Dresden also applies, which you can access online at: [https://tu-dresden.de/impressum#ck\\_datenschutz](https://tu-dresden.de/impressum#ck_datenschutz)

5. Storage period

Phone calls are not recorded. Emails that you write to SCS, including your personal data, will be stored for the period necessary for processing. For quality assurance purposes, the progress and processing of individual email enquiries are analysed.

6. Data Protection Officer and Supervisory Authority for Data Protection

If you have any questions or comments, please do not hesitate to contact the Data Protection Officer of TU Dresden or the responsible Supervisory Authority for Data Protection.

**Saxon Data Protection Commissioner**

<https://www.saechsdsb.de/>

**Data Protection Officer of Technische Universität Dresden**

Jens Syckor

☎ Tel.: +49 (0) 351 463 32839

☎ Fax: +49 (0) 351 463 39718

✉ Email: [informationssicherheit@tu-dresden.de](mailto:informationssicherheit@tu-dresden.de)

7. Right to information / right to deletion

You can request information at any time about the data processed on your person and the possible recipients to whom this data has been transmitted. You are entitled to a reply within one month of the SCS receiving your request for information. You may also request that your data be deleted from the SCS.

**Contact details of ServiceCenterStudies**

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Dezernat Studium und Weiterbildung  
ServiceCenterStudium  
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