



**INFORMATION TO TECHNICAL, ADMINISTRATIVE AND LIBRARY STAFF, PROFESSORS AND RESEARCHERS,
DOCTORAL STUDENTS AND RESEARCH FELLOWS OF THE UNIVERSITY OF MILAN
on the processing of personal data required for filling out the survey
Aiutaci a migliorare (Help us improve)
(pursuant to the EU Regulation 2016/679)**

Introduction

Pursuant to article 13 of the EU Regulation 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC ("GDPR"), the University of Milan informs its professors and researchers, technical, administrative and library staff, doctoral students and research fellows currently employed at the University on the processing of personal data provided by them while filling out the University survey on services offered to UniMi staff.

1. Data Controller and Data Protection Officer (DPO)

The Data Controller is the University of Milan, and specifically the pro tempore Rector, Via Festa del Perdono 7, 20122 Milan, e-mail supportodpo@unimi.it. Pursuant to articles 37 et seq. of the EU Regulation 2016/679, the University has appointed Pierluigi Perri, c/o Protocol Office, Via Festa del Perdono 7, 20122 Milan, e-mail dpo@unimi.it, as Data Protection Officer (DPO).

2. Categories of personal data processed, purpose and legal basis for the processing, storage of data

The processing of data in the framework of the survey *Aiutaci a migliorare* (Help us improve) aims to measure internal satisfaction regarding administrative and support services provided by this University. Types of data processed include:

- Contact details (University e-mail to which the invitation to fill out the survey is sent)
- Data on opinions on satisfaction with University services, as expressed while filling out the survey.

All questions are compulsory, in order to preserve the quality of data collected and their subsequent analysis. Respondents can leave the survey and cancel their answers at any time.

The protection of personal data is governed by the corresponding legal provisions (article 13 of EU Regulation 2016/679, or GDPR). The legal bases for data processing are: the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller, in accordance with article 6, paragraph 1, point (e), of the EU Regulation 2016/679; the legal provisions on user satisfaction surveys in the frame of the institutional activities of the University contained in article 8, paragraph 1, points (c) and (e), and in article 19-bis of Legislative decree 150/2009 as subsequently amended and supplemented; the legal provisions for strengthening the self-evaluation system regarding the quality and efficacy of educational and research activities of Universities, with a view to the periodic accreditation of Universities provided for by article 2, paragraph 1, of Legislative decree 19/2012.

Respondents fill out the survey on a free and voluntary basis.

3. Means of data processing

The survey is administered via the Lime Survey GmbH application, which is managed by CTU – Teaching and Learning Innovation and Multimedia Technology Centre of the University and hosted on the University's servers at the ICT Division.

A direct link to the survey is published on the intranet portal LaStatale@work. Invitations to the survey may also be sent out via email.

Authentication is required to complete the survey. However, users are not tracked and no IP address is saved. No cookies or other tracking tools for web surfing analysis are used, in order to ensure safety on the web and optimally protect the confidentiality of data subjects.

Data collected as specified above are stored by CTU on the University's server for two years after the survey is closed.

Data are collected in accordance with the principles of relevance, completeness and limitation to what is necessary in relation to the purposes for which they are processed.



4. Categories of parties authorised to process personal data and to whom data may be disclosed

Once the survey is closed, answers will be analysed by the relevant offices of the University and results will be returned to the academic community in the form of aggregated statistical reports, with a view to the continuous improvement of the University's Quality Assurance goals.

In accordance with the relevant legislation in force, personal data shall be processed only by the University's staff members (who are authorised to process personal data), based on their functions as per the University organisational chart.

During the analysis stage no operations shall be carried out to connect data and information entered, and no interconnection activities shall be performed for the purpose of identifying the respondent.

A yearly report on administrative and support services provided by the University will be produced and shared with the governing bodies and the academic community.

5. Rights of the data subject

Pursuant to articles 15 to 22 of GDPR, should all conditions be met and subject to technical feasibility, the data subject may exercise his or her right to request from the Controller access to and rectification or erasure of personal data relating to him or her, restrictions on processing, as well as data portability. To exercise such rights, the data subject shall contact the Responsabile della Protezione dei Dati [Data Protection Officer], c/o Protocol Office, Via Festa del Perdono 7, 20122 Milano – e-mail: dpo@unimi.it.

6. Right to object

Pursuant to article 21, paragraph 1, of GDPR, the data subject may object, on grounds relating to his or her particular situation, at any time to processing of personal data concerning him or her which is based on point (e) of Article 6, paragraph 1, i.e. when the legal basis of data processing is the performance of a task carried out in the public interest. To exercise such right to object, the data subject shall write to: Responsabile della Protezione dei Dati [Data Protection Officer], c/o Protocol Office, via Festa del Perdono 7, 20122 Milano - e-mail: dpo@unimi.it.

7. Right to lodge a complaint with a supervisory authority or a law court

Data subjects who believe that personal data relating to them has been processed in breach of the provisions of the Regulation are entitled to lodge a complaint with the Italian Data Protection Authority as contemplated by article 77 of the Regulation, or to take the case before appropriate courts pursuant to article 79 of the Regulation.

8. Amendments to information

This information may be amended in the future. You are therefore advised to check, in the Privacy section of the website <http://www.unimi.it>, that the version referred to is the most updated one.