

Questions and Answers - SiO and introduction of the new Personal Data Act (GDPR)

Q: When does the new regulation apply?

A: The new Personal Data Act, adopted in Norway, is in effect from July 20th. You can find updated information from the Norwegian Data Protection Authority (Datatilsynet) regarding the new regulation [here](#).

Q: Why does SiO store personal data about me?

A: In order to offer all our customers with good quality services, ensure information transparency and availability of the service offering, as well as reduce complexity for customers managing their entire customer relationship with SiO, we collect, process and store personal data about our customers. The purpose of the collection is to provide you with an overview of all SiO services and information regarding your student offerings, membership, applications, agreements and leases through SiO. SiO services provide you opportunities to organize your student life on a digital platform, including services related to among other student housing, daycare, training and other student activities. You can read more about this in SiO's privacy statement.

Q: What personal data does SiO store about the students / customers? / How much personal data does SiO store about me?

A: SiO receives data from its member institutions, which include all students who pay a semester fee to SiO. These data are stored in our membership register, which include name, address, date of birth, national identity number, educational institution and semester sign-up. Data from the SiO member register is imported into our customer systems based on the services you use. If you have no customer relationship with SiO, data will be deleted when you no longer pay a semester fee to SiO. For persons who have a customer relationship with SiO in addition to paying a semester fee, specifics of the personal data we collect, process and store appear in agreements / contracts for the specific services. For more information, see section 4 of the SiO privacy statement.

Q: What security measures does SiO have in place for my personal data?

A: SiO secures your personal data in a manner so that the data are not used unlawfully or by unauthorized persons. Our processing routines are in compliance with Personal Data Act's requirements for integrity, confidentiality and availability.

Q: Who can access process my personal data?

A: We have strict procedures for accessing and processing personal data. The access is regulated with password-secured access controls and registry authorizations for selected employees only.

Q: Does SiO provide my personal data to partners?

A: SiO employs subcontractors in some cases to deliver, develop and improve SiO services. SiO enters into data processing agreements with all subcontractors (data processors) who receive / process

/ store personal data from us. These subcontractors are not allowed to use personal data for other purposes.

Q: When does SiO delete my information? / How does SiO comply with deletion routines?

A: When you no longer pay a semester fee to SiO and no longer use SiO's services, SiO keeps personal data for a limited period after a customer relationship has been terminated. Then all information about you will be deleted, excluding necessary information required to comply with the Accounting Act ("Bokføringsloven") and any other special legislation (i.e. "Pasientjournalloven"). The deletion takes place automatically and is controlled every six months by the data controller. (The deletion will be made after the deadline for paid semester fee).

Q: Who is the data controller for my personal data?

A: According to the Personal Data Act, SiO has the role of data controller administered by CEO. SiO has entered into data processing agreements with suppliers who process personal data from SiO.

Q: I want to see what SiO has stored about me / ask for access. How do I do that?

A: You may request access by contacting SiO's customer service.

Q: How can I change my personal data?

A: You can correct your personal data as well as change your consent on My Page (Min Side).

Q: I would like to address the processing of my personal data with SiO's data protection officer. How do I get in touch with SiO's data protection officer? / Does SiO have a data protection officer?

A: You can contact SiO's data protection officer by sending an e-mail to personvernombud@sio.no

Q: I would like submit a complaint regarding SiO's processing of my personal data. How do I do that?

You can do that by contacting the Norwegian Data Protection Agency (Datatilsynet).

E-mail: postkasse@datatilsynet.no, Phone: 22 39 69 00.

Q: Where do I find SiO's privacy statement?

A: SiO's privacy statement can be found here