

## Frequently Asked Questions – Data Cleaning of Mobility-Online

### 1. Why will applications be deleted?

To comply with the archiving law as well as the GDPR, any personal data needs to be deleted within a certain period of time.

### 2. When will an application be deleted?

Different retention periods apply to different applications. Please consult the table below to see which terms apply.

| Type of Application   | Deleted after |
|---|---------------|
| Graduation Standard   | 7 years       |
| Graduation Extended   | 1 year        |
| Graduation without Scholarship                              | 7 years       |
| Graduation with Holland Scholarship or Twente Mobility Fund | 7 years       |
| Graduation with Erasmus Scholarship                         | 7 years       |
| Courses Abroad (outgoing)                                   | 1 year        |
| Courses without Scholarship                                 | 1 years       |
| Courses with Holland Scholarship or Twente Mobility Fund    | 7 years       |
| Courses with Erasmus Scholarship                            | 7 years       |
| Internship  | 1 year        |
| Internship without Scholarship                              | 7 years       |
| Internship with Holland Scholarship or Twente Mobility Fund | 7 years       |
| Internship with Erasmus Scholarship                         | 7 years       |
| Other Activities  | 1 year        |
| Courses Incoming  | 5 years       |
| Placement without Agreement                                 | 7 years       |
| Placement with Agreement                                    | 7 years       |
| Staff for training (outgoing)                               | 10 years      |
| Staff for teaching (outgoing)                               | 10 years      |
| Staff for training (incoming)                               | 10 years      |
| Staff for teaching (incoming)                               | 10 years      |
| Blended Intensive Program (outgoing)                        | 7 years       |
| Blended Intensive Program (incoming)                        | 2 years       |

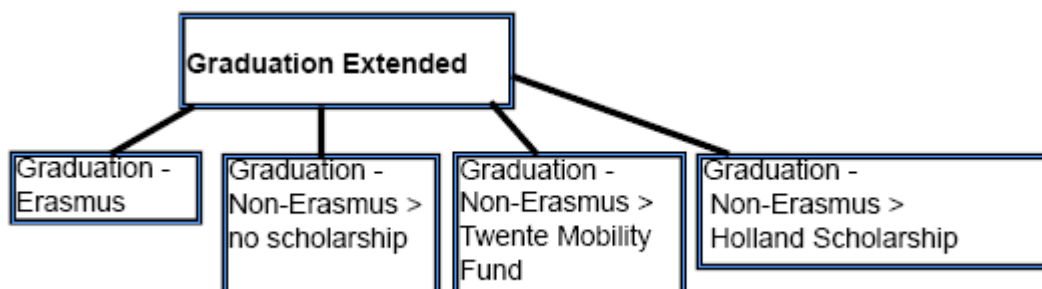
### 3. Is the retention period taking into account the Erasmus requirements?

Yes, any Erasmus requirements are taken into account.

### 4. Why is the retention period of Graduation Extended, Courses Abroad (outgoing) and Internships just one year?

These three pipelines are viewed as a “portal” from which the students move on to either the Erasmus or the Non-Erasmus pipeline. Students should quickly move through the Graduation Extended, Courses Abroad (outgoing) and Internships pipeline as these contain only the questions of “before the mobility” up until and including the scholarship questions. After completing the scholarship questions, applications are moved in the respective follow-up

pipeline. There are only two reasons why a student remains in one of these pipelines: (1) the student canceled the mobility or (2) the application was cancelled by the back office. To illustrate view the example of Graduation Extended below. The same principle applies to Courses Abroad (outgoing) and Internships. For the retention period of the different follow-up processes please consult the table in the question “When will an application be deleted?”.



**5. Why is the retention period for Courses without Scholarship only one year and for all other Courses processes it is seven years?**

An application in the courses without a scholarship process is considered a simple “examination”. An examination always has a retention period of one year. Any application in the Courses Erasmus or Courses with Holland Scholarship or Twente Mobility Fund pipeline is associated with a scholarship. Said scholarship requires a retention period of seven years.

**6. What moment in time is taken as “starting point / calculation point” for determining when to delete an application?**

Within Mobility-Online deletion can only be done based on academic year, so any deletion will take place x years after the academic year.

Some examples:

An application in the Graduation standard pipeline for the academic year 2020/2021 will be deleted in 2028.

An application in the Courses Incoming pipeline for the academic year 2024/2025 will be deleted in 2030.

An application in the Internship pipeline for the academic year 2014/2015 should have been deleted in 2016.

An application in the Internship-Non Erasmus pipeline without a scholarship for the academic year 2014/2015 should have been deleted in 2022.

**Note:** This means that in August / September 2024 any applications up to and including the academic year of 2016/2017 will be deleted.

**7. How often will data in Mobility-Online be cleaned?**

Mobility-Online will be cleaned once a year, most likely towards the end of the summer (August / September).

**8. Will the deletion process influence my ability to work in Mobility-Online?**

No, we plan to carry out the deletion process in the early morning hours – most likely between 07:00 and 09:00 – so it should not interfere with a lot of people’s working hours. Regardless, when we were running our tests, the deletion process for one pipeline took less

than 30 minutes and we were able to simultaneously carry out other activities in Mobility-Online, thus we do not foresee any issues. Of course, the data deletion will be announced beforehand, so you will be informed, and we will be available if any issues arise during deletion.

**9. Will all applications of one student / staff member be deleted together?**

Deletion of applications will be done per academic year. So, if a student / staff member only has applications in the same academic year, yes, all his / her applications will be deleted at the same time. If a student / staff member has applications in different academic years, only the applications in the year selected for data cleaning will be deleted.

**10. What data will be deleted?**

When deleting the application, any emails, documents, financial and personal data made within or linked to the application will be deleted.

**11. Will deleting the applications in one selected academic year also delete the user account?**

Student: The user account will only be deleted if the student does not have any other applications, which remain in Mobility-Online. If there are still other applications in academic years following the one selected for the data cleaning, the user account will remain in Mobility-Online.

Staff member: The user account of the staff member will only be deleted if the staff member does not work with Mobility-Online as part of his / her work function; e.g. Exchange Coordinators, Internship Coordinators, Contract Management (with partner institutions), Scholarship Officers, Student Affairs Officers. In this case, only the role of “outgoing staff member” will be removed from the account settings. The other role(s) will remain and the account will stay active.

**12. Will the personal data of the student / staff member also be deleted?**

Student: The student's personal data will only be deleted if they do not have any applications in other academic years.

Staff member: The personal data of the staff member will only be deleted if they do not have any applications for outgoing staff mobility in other academic years. Note: As long as the staff member is working at the UT and in his / her function is eligible as a committee member, data needed for this will remain in the system.

**13. Will the student / staff member still be able to complete his / her running application?**

Yes, the student / staff member will still be able to continue any active application.

**14. Will a student / staff member be able to start a new application if all their data has been deleted?**

Any new application requires a new registration. If Mobility-Online finds an existing person and user account, the new registration is linked to those accounts. If Mobility-Online does not find any existing person or user account, new entries will be created.

**15. Will the scholarship data still be available for the deleted academic year?**

Any scholarship / financial data will be removed from Mobility-Online.

## **16. Will I still be able to see the data of deleted applications in reports?**

Reports within Mobility-Online: Any deleted applications will no longer be included in reports run within Mobility-Online.

Reports based on the data warehouse: Any reports based on the data warehouse will include information of applications deleted from Mobility-Online.

Reports based on the data warehouse include:

- OSIRIS-MO 01 MOMI studiejaar
- OSIRIS-MO 02 Zoeken-Plek-Klaar
- OSIRIS-MO-SMS 01 Theses examiners
- OSIRIS-MO-SMS 02 Theses examiners of graduates

If you have questions or concerns regarding a specific report not mentioned here, please contact the Educational Data Service team: eds@utwente.nl

*Please note that retention periods and cleaning of the data warehouse do not fall under the responsibility of Mobility-Online. So any questions regarding this need to be addressed to BI Studio: k.posch@utwente.nl*

## **17. What will happen to the external contacts linked to the company where the student went?**

If a contact is no longer linked to any applications, it will be deleted from Mobility-Online. Since a contact is connected to an application the same retainment period is applied for the company.

To clarify, if a contact is linked to multiple applications throughout different academic years, the company will only be deleted from Mobility-Online as the last connection to an application is removed, the company will be deleted.

Example: Student A carries out an internship (application type: Internship – non-Erasmus without scholarship) at Company Z in 2024. The application of Student A will be deleted in 2031 (see question 2). If there are no other applications linked to Company Z after the deletion of said application, all company data including contact information will be removed in 2031 as well.

## **18. What will happen to the companies where the student went?**

If a company is no longer linked to any applications, it will be deleted from Mobility-Online. Since a company is connected to an application the same retainment period is applied for the company.

To clarify, if a company is linked to multiple applications throughout different academic years, the company will only be deleted from Mobility-Online as the last connection to an application is removed, the company will be deleted.

Example: Student B carries out a graduation assignment (application type: Graduation – non-Erasmus with Twente Mobility Fund) at Company Y in 2024. The application of Student B will be deleted in 2031 (see question 2). If there are no other applications linked to Company Y after the deletion of said application, all company data including contact information will be removed in 2031 as well.

## **19. Will it be possible to retrieve the deleted applications?**

No, this is a permanent data deletion as required by law.