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**Guesthouse Evaluation – Welcome Center**  
**International Office of the University of Mannheim**  
*Information according to Article 13 GDPR*

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**Controller**

University of Mannheim  
L 1, 1  
68131 Mannheim  
Phone: +49 621 181 - 1001  
E-mail address: [rektor@uni-mannheim.de](mailto:rektor@uni-mannheim.de)

**Name and contact of responsible division**

University of Mannheim  
International Office  
Welcome Center  
L 1, 1  
68161 Mannheim  
Phone: +49 621 181 2395  
E-mail: [welcome@uni-mannheim.de](mailto:welcome@uni-mannheim.de)

**Data protection officer**

Data protection officer of the University of Mannheim  
L 1, 1  
68131 Mannheim  
Phone: +49 621 181 1126  
E-mail address: [datenschutzbeauftragte@uni-mannheim.de](mailto:datenschutzbeauftragte@uni-mannheim.de)

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**Legal basis and purposes of data processing**

The legal basis for data processing is Art. 6 subsection 1(e) in conjunction with subsection 3 GDPR in conjunction with section 5 LHG in conjunction with the evaluation and quality management statutes for learning, teaching and further education of the University of Mannheim from 10 December 2021 (Evaluations- und Qualitätsmanagementsatzung für Studium, Lehre und Weiterbildung, hereinafter: “evaluation statutes”).

The purpose of data processing is to carry out the evaluation of the Guesthouse and the Guesthouse services. The Welcome Center of the International Office offers comprehensive advice and support for international researchers (doctoral students, post-docs, professors and visiting scholars).

### **Which data are processed by the University of Mannheim in the context of the evaluation?**

The university processes data related to the stay period in the guesthouse that are visibly collected in the questionnaire. The main evaluation criteria are:

- General information concerning the stay in Mannheim
- Satisfaction with arriving and departing services offered by the Guesthouse staff
- Evaluation of the Guesthouse itself (e.g., size of apartment, housekeeping services, payment procedures)
- Evaluation of personal support by the Guesthouse staff
- Overall satisfaction and points of criticism concerning the stay

In paper-based questionnaires, the survey data are generated by scanning in the form of image files by means of a special software, transmitting these to a protected server, processing the questionnaire numbers and the handwritten texts within the text boxes and evaluating the given answers. In case of an online survey, the university stores the name of the survey, the individual transaction number (TAN) or passcode, the e-mail address to which the TAN was sent, as well as the status of participation in form of a yes/no answer. Each given answer receives a time stamp which is stored with the raw data of the survey. The university does not store any IP addresses so that it is not possible to determine which IP address is connected to which set of data. The survey data do not contain any information about which TAN or passcode was used to fill out the questionnaire. In case the survey data are transmitted via e-mail, the completed questionnaire cannot be traced back to the TAN or passcode.

### **Recipients**

The University of Mannheim will not pass contact data used in the survey (e-mail address for sending access to the survey) to third parties. The answers in the questionnaire can be assigned neither to the access link nor to the e-mail.

The data collected in the survey are evaluated by means of an evaluation software. Sections 6 and 11 of the evaluation statutes apply accordingly. The University of Mannheim has entered into a support and maintenance contract as well as a contract on data processing complying with the requirements specified in Art. 28 GDPR with the company EvaSys GmbH.

Recipients of the survey results that cannot be traced back to individual participants of the survey are the Head of Division II – Student Affairs, the Director of the International Office, the Team Coordinator of the Welcome Center, the Welcome Center’s Consultants for International Academics and the Guesthouse Administrator. Upon request, the survey results must also be provided to the President’s Office if necessary in order to fulfill its duties according to the LHG. Please **note**: In the event of publication, survey results cannot be traced back to answers given by individual participants.

### **Storage and erasure of data**

According to section 11 of the evaluation statutes, the entities responsible for evaluation can store the raw data obtained in the context of surveys for a period up to five years and the aggregated data related to individual questions of a survey for a period up to ten years.

### **Voluntary participation and your rights**

You have the right to obtain information about your data stored by the University of Mannheim and the right to have false data rectified.

Furthermore, you have the right to erasure, the right to restriction of processing and the right to object processing.

In order to exercise your rights, please contact:

University of Mannheim  
International Office  
Welcome Center  
L 1, 1  
68161 Mannheim  
Phone: +49 621 181 2395  
E-mail address: [welcome@uni-mannheim.de](mailto:welcome@uni-mannheim.de)

### **Right to lodge a complaint with a supervisory authority**

You have the right to lodge a complaint with the supervisory authority responsible if you are of the opinion that the processing of your personal data is not in compliance with data protection regulations.

The supervisory authority responsible is the [commissioner for data protection and freedom of information of Baden-Württemberg \(Landesbeauftragter für den Datenschutz und die Informationsfreiheit Baden-Württemberg\)](#).

### **Information on your right to object according to Art. 21 subsection 1 GDPR**

On grounds relating to your particular situation, you have the right to object to the processing of your personal data according to Art. 6 subsection 1(e) GDPR (data processing in the public interest) at any time.