

Data Privacy Statement

By order of HCU, the Hamburger Volkshochschule (HHVHS) offers language courses at the university. HHVHS places great importance to the protection of your personal data during its collection, processing, and use, particularly when you visit our website or register for our language courses. In accordance with the General Data Protection Regulation (GDPR), and in particular pursuant to Article 6(1)(a)–(f) GDPR, we process and use your personal data and any voluntary information provided only for the purpose of delivering our services, ensuring optimal support for participants, and for quality assurance and evaluation purposes.

1. Data Controller

The entity responsible for the collection and processing of personal data is the Hamburger Volkshochschule, a public institution of the City of Hamburg, Schanzenstr.75, 20357 Hamburg, Germany.

2. Data Processing

For the purpose of registering for a language course, you are required to provide the personal data necessary to process your registration. The information you provide – via the online registration form, in person, or by email – is recorded and processed electronically in our course management system.

2.1. Categories of data processed:

- Personal data (salutation, name, date of birth, gender, address, name of university, student status, matriculation number, degree program)
- Bank details (IBAN, BIC, name of bank)
- A current certificate of enrollment and, where applicable, a placement test result or a certificate of achievement from a previous language course
- Participation data (course number, course title, language level)
- Contact information (telephone number, email address)

2.2. Purposes of processing:

- Administration of course registration and course data
- Issuance of language certificates upon successful completion of the course
- Notifications to participants e.g. cancellations due to illness or changes of classrooms
- Use of the virtual learning platform SprachCommSy, which is provided by the University of Hamburg to instructors and participants as part of blended learning (i.e., a combination of in-person classes and e-learning). HHVHS creates rooms and instructor access; participant accounts are generated during the authentication process; room assignments are managed by HHVHS.

- Quality assurance, including participant surveys. The evaluation of language courses is anonymous and does not require the collection, processing, or use of personal data. It serves exclusively to improve course quality.
- Bank details are collected and used for the direct debit of the course fee. The direct debit mandate applies exclusively to the specific course for which the registration is completed.

2.3. Your data will be used only with your consent and solely for the purposes stated above. All information provided will be treated confidentially and will not be used for any other purpose without your explicit consent. In particular, your data will not be shared with third parties for advertising purposes.

3. Data Retention

A tiered blocking and deletion policy applies to the retention of personal data for contractual purposes. All personal data will be deleted after the expiry of the statutory retention periods. For financial accounting purposes, all data records are retained for ten years and then deleted. For other user groups, data – except for basic personal data (including salutation, name, date of birth, gender, address, telephone number, email address, name of the university, student status, matriculation number, degree program) – are blocked four years after the end of a course.

4. Contact via Email

Contact data are used only for their intended purpose and are not shared with third parties without your explicit consent.

All information and documents related to an existing course registration are retained until the contractual purpose has been fulfilled.

5. Data Recipients

Prospective and customer data are collected and processed by the Hamburger Volkshochschule (HHVHS).

Study-related data, such as examination results and language certificates, are transmitted by HHVHS to the relevant examination office, the responsible faculty, or the International Office of HCU. In addition, study-specific inquiries are forwarded to the appropriate department at HCU. Course-related inquiries are forwarded by HCU to HHVHS.

In the event of a dunning or debt collection procedure due to outstanding claims, names and addresses of participants may be disclosed to an authorized debt collection agency or a law firm for the purpose of enforcing the claim.

Data are shared only to the extent necessary and exclusively for the purposes stated.

6. Data Protection Rights

You have the right to obtain information about your personal data stored by the controller, as well as the right to rectification of inaccurate data, completion of incomplete data, and deletion of data that are no longer required for the stated purposes. You also have the right to request restriction of processing while the accuracy of your personal data is being verified. Furthermore, you have the right to object to the processing of your personal data for reasons arising from your particular situation. In such cases, your personal data will no longer be processed unless there are compelling legitimate grounds for the processing that outweigh your interests, rights, and freedoms, or unless the processing serves the establishment, exercise, or defense of legal claims.

Please address any objection, where possible, to: Hamburger Volkshochschule, public institution of the City of Hamburg, Schanzenstr. 75, 20357 Hamburg, Data Protection Department, datenschutz@vhs-hamburg.de.

7. Data Security

We implement appropriate technical and organizational measures to ensure the protection of your data. Our employees are obliged to comply with data protection regulations, and service providers involved in data processing are carefully selected and likewise bound to comply with data protection regulations. To protect your data during online transmission, particularly via online forms, we use appropriate encryption technologies. Please note that unencrypted data transmission (e.g. by email or via other web forms) may be accessed by unauthorized third parties beyond our control.

8. Contact Details of the Data Protection Officer

If you have any questions regarding data protection, please contact:

Hamburger Volkshochschule, public institution of the City of Hamburg
Data Protection Department
Schanzenstr. 75-77
20357 Hamburg
E-Mail: datenschutz@vhs-hamburg.de
Web: www.vhs-hamburg.de/rechtliches/datenschutz-395