

# Privacy Statement for Microsoft 365 Bookings at NHH

## About Microsoft 365 Bookings

Microsoft 365 Bookings is a scheduling tool which is used for booking and administration of appointments. The app is web-based as part of the Microsoft 365 portfolio. NHH – Norwegian School of Economics primarily uses Bookings for booking and administration of student counselling.

## About this privacy statement

This statement describes how the NHH handles the personal information that you provide in Bookings. This includes what personal data we process, why and how, who is responsible for the processing, what rights you have and who you can contact if you have questions or claims.

## The purpose of the processing of personal data

Information you provide in Bookings enables NHH to process your request or provide services you request, and to archive details of the processing in accordance with Norwegian law.

We only ask for information that is necessary for correct case processing or service provision. In this case, that is full name, e-mail, mobile phone number and information about the subject you wish counselling about.

## Responsible for processing

NHH - Norwegian School of Economics is responsible for the processing of personal data in Microsoft Bookings, cf. GDPR article 4 no. 7.

## Basis for processing

Personopplysningsloven (The Norwegian Personal Data Act) and the EU Privacy Regulation (GDPR) Article 6, letter a apply to the processing of personal data in Bookings. For NHH students and staff, Article 6 letter b of the GDPR applies.

## Storage of personal information

All information you provide is transmitted encrypted from your device to Microsoft 365.

The information you provide is stored in Microsoft 365 and Microsoft Exchange. The server host is Microsoft and the tenant is located in Norway. The information is only made available to personnel who need to see it in connection with their work, more specifically case officers, and if necessary, archive personnel and IT technical personnel at NHH.

Data from Bookings is deleted from the server when the case processing is completed, or after a maximum of 30 days.

If necessary, information is transferred to and stored in NHH's archive system Public 360. Here it is stored in accordance with NHH's preservation and disposal plan.

## **Disclosure of your personal information to others**

The information you provide will not be used for purposes other than those for which it was collected.

NHH may nevertheless hand over or export data that contains personal information to other systems, i.e. external data processors, in cases where it is deemed necessary.

Requests for access may oblige the disclosure of material with personal information, including information collected Microsoft 365.

The information is not disclosed to countries outside the EU/EEA or to international organizations.

## **Your rights**

In general, you have the right:

- to receive information about how we process your information.
- to be given the information we have registered about you.
- that information we have registered about you is deleted.
- that we will limit the use of information we have registered about you.
- that we will correct incorrect or incomplete information we have registered about you.
- to protest and/or complain to the Norwegian Data Protection Authority if you believe that personal data is being processed in violation of this declaration.
- to oppose decisions based on automated assessments of personal circumstances.

Requests concerning your rights are assessed against current Norwegian legislation. We can reject claims from you if Norwegian law prevents us from complying with your request.

If you want to use the rights mentioned above, you can contact [postmottak@nhh.no](mailto:postmottak@nhh.no).

We will process the inquiry without undue delay, and no later than within 30 days.

## **Privacy Officer**

NHH has a privacy representative who will look after the privacy interests of both students and employees, and external users.

Contact the privacy officer about the processing of personal data via e-mail:  
[peronvernombud@nhh.no](mailto:peronvernombud@nhh.no)

General questions about privacy at NHH can also be directed here.

## **Safety**

We regularly perform risk assessments and security measures to ensure that information is not lost or changed, and that it is available to our case officers. We also have a duty to notify you if we should experience a security breach.