

Disclaimer:

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Privacy Policy**Use of the office simulation LUCA for the survey
of the research project PSA-Sim****1. General information on data processing****1.1 Identity and contact details of the data controller:**

The controller within the meaning of the General Data Protection Regulation (GDPR) is the:

University of Mannheim
L1, 1
68131 Mannheim

Tel.: +49 621 181-1001

Email: rektor@uni-mannheim.de

Responsible body:

Area Economic and Business Education (Prof. Dr. Andreas Rausch, Prof. Dr. Viola Deutscher, Prof. Dr. Jürgen Seifried)

Email: rausch@uni-mannheim.de

1.2 Identity and contact details of the data protection officer:

Data Protection Officers of
University of Mannheim
L1, 1
68161 Mannheim

Tel.: +49 621 181-1126

Email: datenschutzbeauftragte@uni-mannheim.de

2. Office simulation LUCA¹

By using LUCA, personal data of the participants will be processed. According to the European General Data Protection Regulation (GDPR) and the data protection act of the Land of Baden-Württemberg (LDSG BW), we hereby inform in particular which types of personal data is processed for what purpose, on what legal basis this is done, who has access to the data and what rights the participants have in relation to the processing of the data.

2.1 Purpose of data storage and processing

The office simulation LUCA is a web-based teaching and learning platform that (1) provides a diagnosis of commercial and business management skills, (2) the implementation of surveys and (3) the implementation of research projects. This is done by providing authentic work scenarios that are processed by learners. For diagnostics, problem solving and learning processes of the participants are analysed and evaluated based on competency models.

2.2 Description and extent of personal data processing

Principally, we only process the personal data of our participants only as far as it is necessary for the provision and use of the office simulation LUCA, our content and services as well as for research purposes.

The following types of personal data are processed:

a) Registration: All persons who have a LUCA user ID (members of the LUCA community such as researchers) are registered via a user account in the office simulation LUCA and thus authorised to access the office simulation. As part of the registration process, the following data is required to create a user profile:

- First and last name (fictitious)

All **participants** who are invited to the office simulation LUCA Office via a link with a survey code provide the following data for participation in a LUCA assessment project:

- Token (personal code for longitudinal analysis)
- Optional: email address (also provided in the case of an existing registration)

b) Biographical data and education information (self-reporting in questionnaires): Optional biographical information on the person such as age, occupation as well as statements on education can be provided.

- *Collection of socio-demographic data:* Socio-demographic data refers to general population characteristics. These include gender, age, school qualifications, type of school, completed vocational training, grades, year of birth, first language, parental home (parents' education, language(s), household educational resources), career choice, application process,

¹ The office simulation LUCA was developed within the framework of the research project "Problem Solving Analysis in Office Simulations (PSA-Sim)" and funded by the Federal Ministry of Education and Research (BMBF). Offered as an online service, it requires an internet connection, an up-to-date internet browser, and a device on the part of all participants.

self-report on views on occupation, work, interests, environment, professional achievements, professional skills, career path, motivation, responsibilities, and interests. Such framework data is very important for test development, for example, to determine to what extent participants perform differently given different backgrounds.

- *General information on training:* Contains questions on the training occupation, the duration of the training, the size of the company in which the training takes place and some questions about the organization of the training. The questions are closed-ended, i.e. the correct answer will be chosen from a number of possible answers.
- *Information on training conditions (company and school):* Contains questions about areas of application, learning environment, social interaction, contact persons and trainers, pedagogical mediation, as well as assessments of working environment, learning location cooperation, support, learning and employment opportunities for support, work tasks, output and own working methods. Questions about the vocational school relate to the organisation, commercial content, the perceived technical and personnel equipment, the perceived teacher-student and student-student relationship, and perceived lesson design. Statements are formulated to the individual areas, which can be opposed or agreed with to varying degrees.
- *Information on the individual perception of the learning environment:* This area contains closed as well as open questions on handling the office simulation LUCA.

c) Performance data in questionnaires

With the help of performance tests, statements about knowledge and intelligence are made.

- Knowledge test (e.g. training-related factual knowledge)

d) User-generated content data in scenarios: Content data is also stored, i.e. data that is entered into the system when using LUCA and thus enables the LUCA Manager to track the individual learning process. For example, the user generates content when solving tasks and filling out questionnaires as well when entering text in applications of the LUCA office simulation (emails, notepad, chat) and calculations (spreadsheet and calculator) etc.

Also included are evaluations that are either assigned automatically by the system or manually by the LUCA Rater (see 2.4 Data inspection). When ratings are automatically assigned, LUCA Raters determine the underlying default settings and have the ability to manually review and post-correct.

e) Self-reporting in scenarios: Participants estimate their emotional state within the processing of the problem scenario.

- Questioning of the emotional-motivational experience (e.g. closed questions)

f) Log files: The office simulation logs the usage of the system (hereinafter "log files"). Which actions participants can take depend on their role. For each action within the software, the system automatically logs the following data:

- Date and time of the call, first login and last login in the system
- The calling user's IP address
- Browser type
- Procedures in the work environment (frequency and duration of use of documents and tools)

2.3 Legal basis for the processing of personal data

The legal basis for the processing of the data listed in Chapter 2.2 is consent according to Article 6 paragraph 1 (a) GDPR and the data processing for scientific purposes is according to Article 6 paragraph 1 (e) in combination with paragraph 3 GDPR i. V. m. § 13 LDSG BW.

2.4 Authorised persons

Access is restricted depending on which person group the data belongs to, i.e. only the data required for the respective role is made available.

The following roles exist in the LUCA software:

1. LUCA Editor
2. LUCA Manager
3. LUCA Rater
4. LUCA Admin

LUCA Editor

The LUCA Editor is responsible for creating problem scenarios (including uploading documents) as well as questionnaires and tests. Furthermore, the role LUCA Editor (researcher) defines interventions such as individual assistance.

The LUCA Editor has access to:

- First and last names of other researchers who have also been assigned the LUCA Editor role and have created scenarios
- Biographical data and information on education (described under Section 2.2 lit. b)
- Performance data in questionnaires - intelligence and knowledge (described under Section 2.2 lit. c)
- User-generated content data in scenarios (described under Section 2.2 lit. d)
- Self-reported scenarios - data on emotional-motivational state (described under Section 2.2 lit. e)
- Log files (described under Section 2.2. lit. f)

LUCA Manager

The LUCA Manager role initiates LUCA projects by selecting suitable scenarios from a database. There are also different decisions to be made for each scenario. The LUCA Manager receives a call code that clearly references the created project. The LUCA Manager has access to all people who are in the system such as LUCA Managers and LUCA Editors. Data of the participants can only be viewed pseudonymously (via the token).

The LUCA Manager has access to:

- Registration data (described under Section 2.2. lit. a)
- Biographical data and information on education (described under Section 2.2 lit. b)
- Performance data in questionnaires - intelligence and knowledge (described under Section 2.2 lit. c)
- User-generated content data in scenarios (described under Section 2.2 lit. d)
- Self-reported scenarios - data on emotional-motivational state (described under Section 2.2 lit. e)
- Log files (described under Section 2.2. lit. f)

LUCA Rater

The role LUCA Rater is assigned by the LUCA Manager. The LUCA Rater is responsible for the evaluation of the task processing.

The LUCA Rater has access to:

- Registration data (described under Section 2.2. lit. a)
- Biographical data and information on education (self-disclosure in questionnaires) (described under Section 2.2. lit. b)
- Performance data in questionnaires - intelligence and knowledge (described under Section 2.2 lit. c)
- User-generated content data in scenarios (described under Section 2.2 lit. d)

LUCA Admin (Support)

The rights of the LUCA Admin are only granted to employees of the executing agency (see above under Section 1.1) and external IT service providers who are responsible for the application support of the LUCA platform and technical and instructional user support. Access to the above-mentioned personal data is exclusively for scientific purposes and the performance of the central tasks of LUCA such as application support and user support. If an external service provider is commissioned, an order-processing contract will be concluded.

2.5 Service providers for data preparation

The inspection of the above-mentioned personal data is carried out in order to process the data records and, if necessary, for scientific purposes.

If the above-mentioned service provider is commissioned, an order-processing contract will be concluded.

2.6 University of Duisburg/Essen

The data will be transferred to our project staff at the University of Duisburg/Essen for research purposes in compliance with all data protection obligations.

Project staff at the University of Duisburg/Essen can take on the roles of LUCA Editor, LUCA Manager, LUCA Rater and LUCA Admin for research purposes. For these purposes, the data can be transferred to the University of Duisburg/Essen in compliance with all data protection regulations.

2.7 Publication

Research results are published anonymously.

2.8 Deletion of data and storage period.

The personal data of the data subject will be deleted once the purpose of the research has been reached, no more than 20 years after the last collection of data. Personal data may be stored for a longer period if provided for by the European or national legislators in EU regulations, laws or other rules to which the controller is subject.

2.9 Technical and organisational measures to ensure integrity, data security and confidentiality

In accordance with Article 5, paragraph 1, lit. f GDPR, various security measures are taken to protect collected data against accidental or intentional manipulation, partial or total loss, destruction or to protect against unauthorised access by third parties.

Access to personal data within the application is via user control (username and password). Access to the server is restricted to specific workstations by both user control and firewall regulations. The communication between the application and the servers is encrypted over a secure connection (HTTPS) to prevent unauthorised data processing. We use the widespread SSL procedure (Secure Sockets Layer) within the website visit in conjunction with the highest level of encryption supported by your browser. This is usually a 256-bit encryption. If your browser does not support 256-bit encryption, we use 128-bit v3 technology instead. You can tell whether a single page of our website is encrypted by the closed key or lock symbol in the status bar of your browser.

Our security measures are continuously improved in line with technological developments.

2.10 Cookies

LUCA uses cookies to recognize the participant (so-called login cookies). With the help of these cookies the application can recognize a participant, so that the entry of the participant data does not have to be repeated. A statistical evaluation of this data does not take place.

2.11 Your rights

- You have the right to receive information from the University of Mannheim about your personal data and/or to have incorrectly stored data corrected.
- You also have the right to erase or restrict or a right to object to the processing. If you give your consent, you have the right to data portability, provided that the processing is carried out using automated procedures.
- In addition, in the case where your consent has been obtained, you have the right to revoke your consent at any time, whereby the lawfulness of the processing carried out on the basis of consent up to the revocation is not affected.
The revocation can be addressed to:
luca-office@uni-mannheim.de
- You have the right to lodge a complaint with a supervisory authority if you consider that the processing of your personal data infringes the GDPR.

The supervisory authority in Baden-Württemberg is the state commissioner for Data Protection and Freedom of Information Baden-Württemberg.

Information about your right to object according to Article. 21 paragraph 1 GDPR:

- You have the right to object to the processing of your personal data at any time for reasons that arise from your particular situation according to Article 6 Paragraph 1 lit. e GDPR.