

Balancing big tech demands, community & values

TNC, June 10 2025



SURF

| Presenters of this session

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Project Manager – SURF Vendor Compliance



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Relations Manager – SURF Vendor Compliance



| Today's calendar

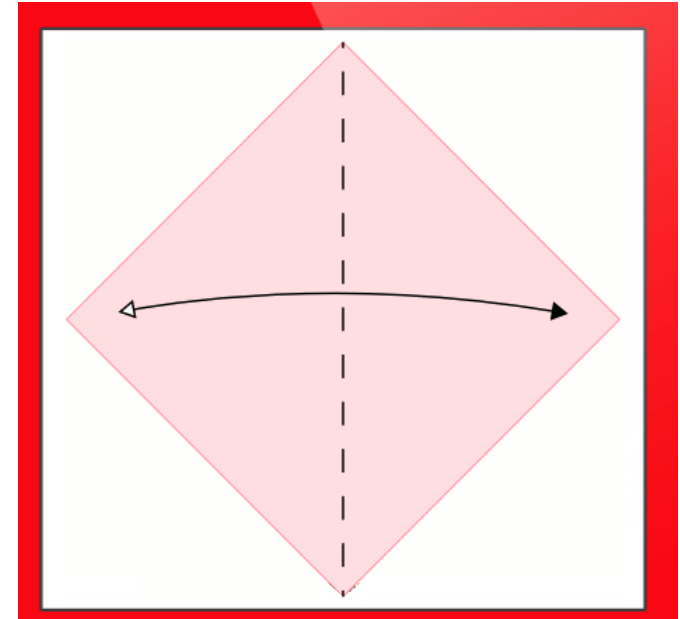
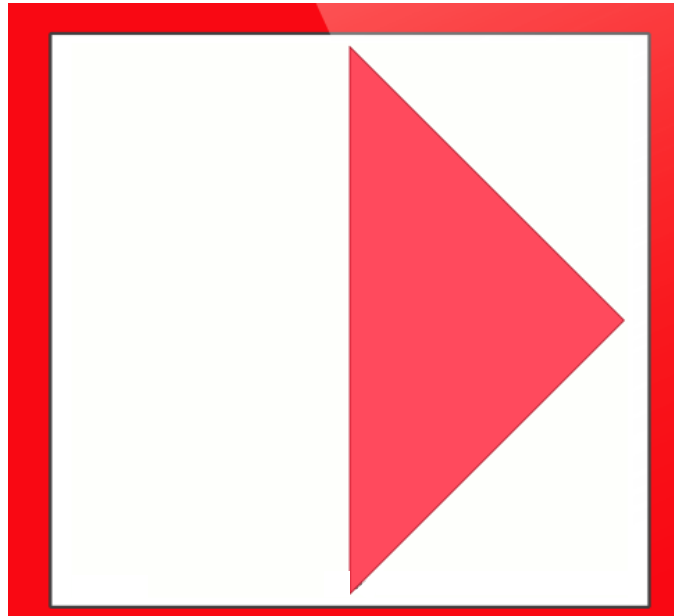
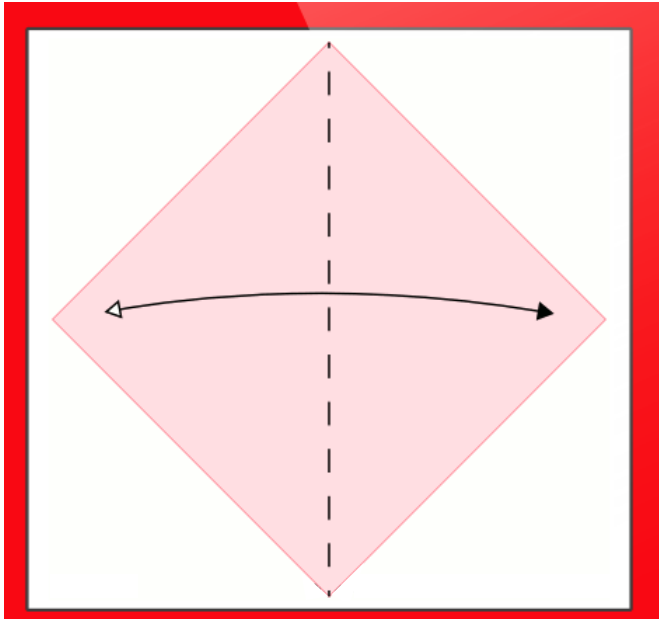
1. Introduction SURF
2. SURF Vendor Compliance
3. Our daily balancing act:
 - Challenging big tech
 - Balancing in a new era (EduGenAI & NextCloud)
 - International collaboration



| Get your folding sheet



Step 1



| SURF

We share knowledge and coordinate cooperation

on education, research and innovation



We provide IT services

(50+ and very diverse) to make IT accessible, easy and secure for over +120 members



We organise collective purchasing under the best conditions

In costs but also in public values



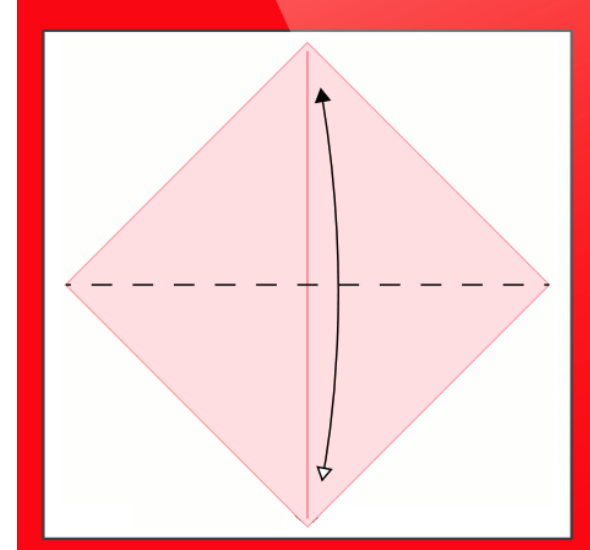
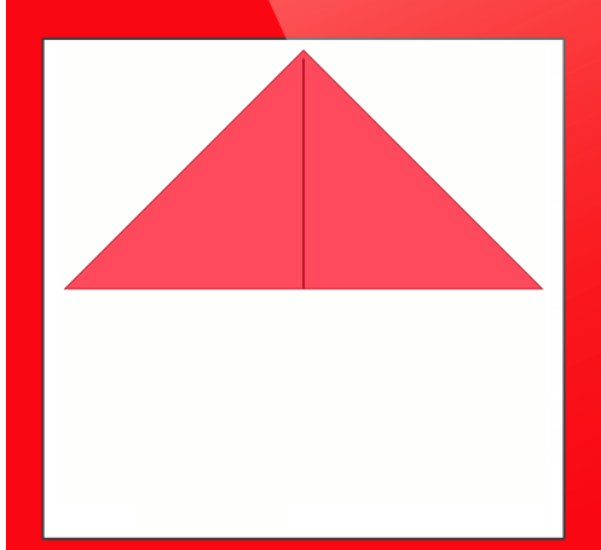
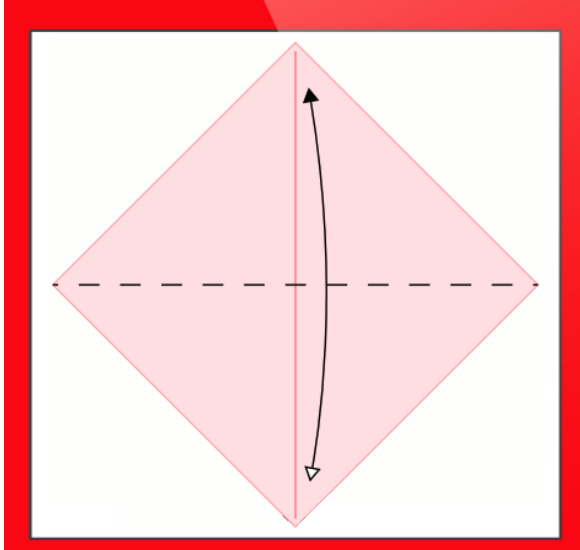
We innovate

To ensure we are ready for the future

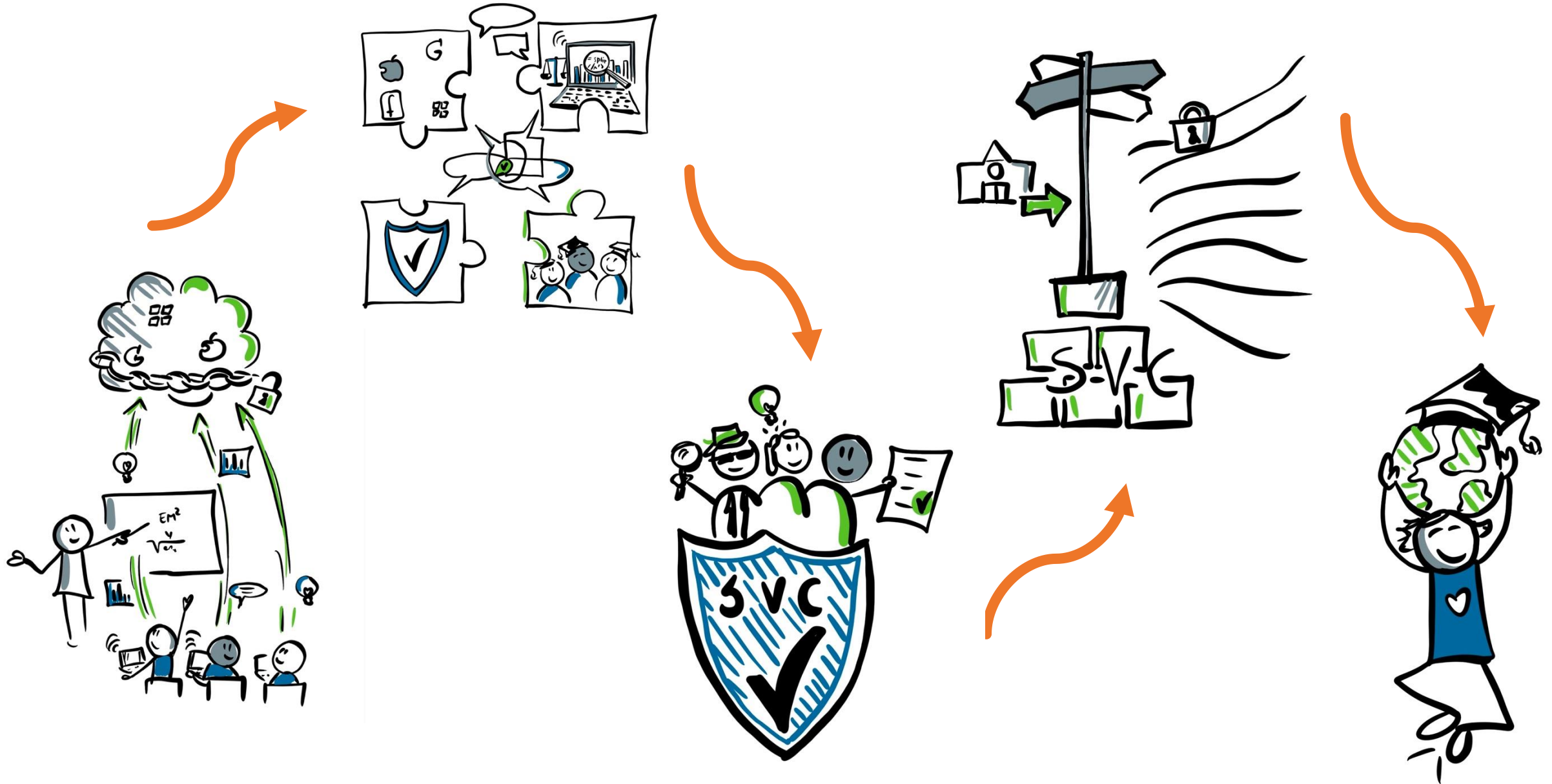
**We are the
not-for-profit collaborative
organisation for digitalisation
in Dutch education and
research**

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Step 2



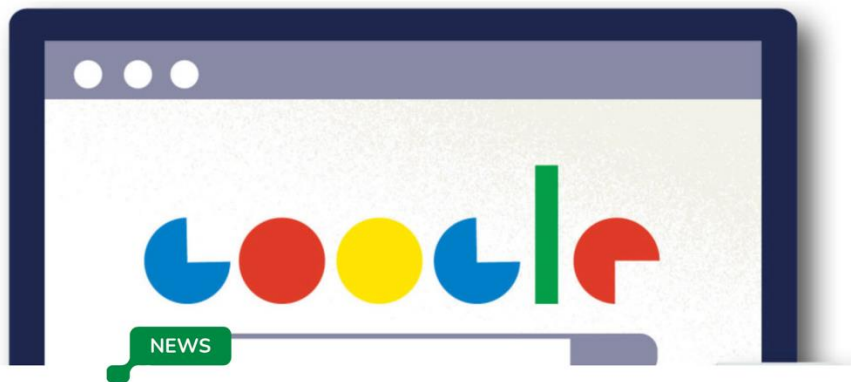
| SURF Vendor Compliance



| Principles SURF Vendor Compliance

1. DPIA calendar is determined by our members
2. **Governance:** DPIA process is carried out for all members (the Dutch education sector and the Dutch research sector)
3. We are working towards a **jointly supported document** (SURF, members & vendor)
4. DPIA research is conducted **independently and impartially**
5. Our DPIA is always **published publicly**
6. All vendors **are treated the same**
7. **Previous studies** are used (if applicable)
8. DPIA is an advice, institutions remain ultimately responsible



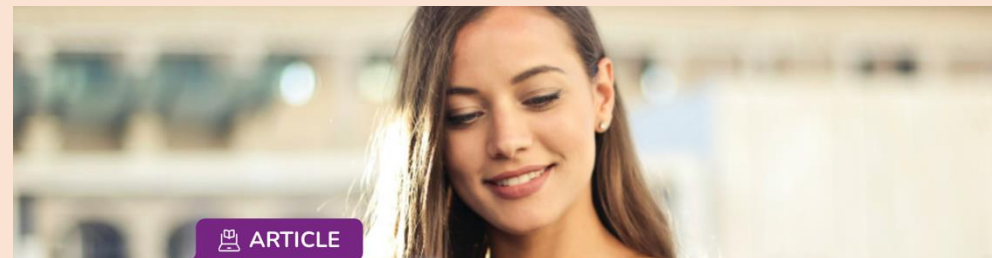


🏠 > News > Google Workspace Can Be Safely Used In Education

Google Workspace can be safely used in education

So reports the Ministry of Education, Culture and Science (OCW) based on research by SURF and SIVON to the House of Representatives today. In recent years, SURF and SIVON investigated the data and privacy risks when using Google Workspace in education. For safe use, however, schools have to take measures themselves. SURF and SIVON support schools and educational institutions in this.

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🏠 > Article > Safe Cloud Use: Zoom and SURF Together Provide Seatbelts and Airbags

Safe cloud use: Zoom and SURF together provide seatbelts and airbags

Zoom is popular in the Netherlands, but still struggled with a nine privacy issues in 2020. Zoom can now be safely used in Dutch education and research: the Data Protection Impact Assessment (DPIA) on Zoom indicated that using Zoom's video conferencing services no longer poses high risks to users.

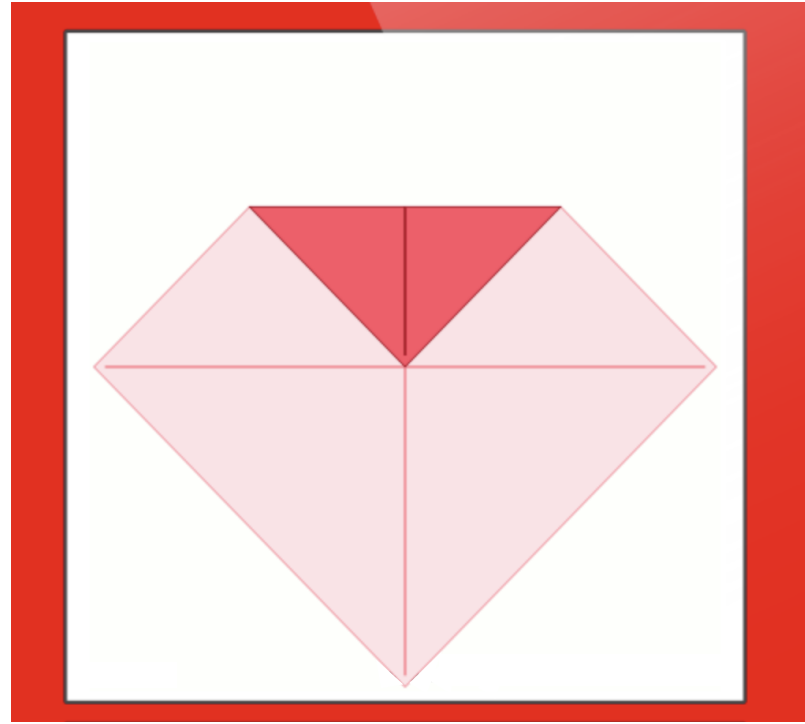
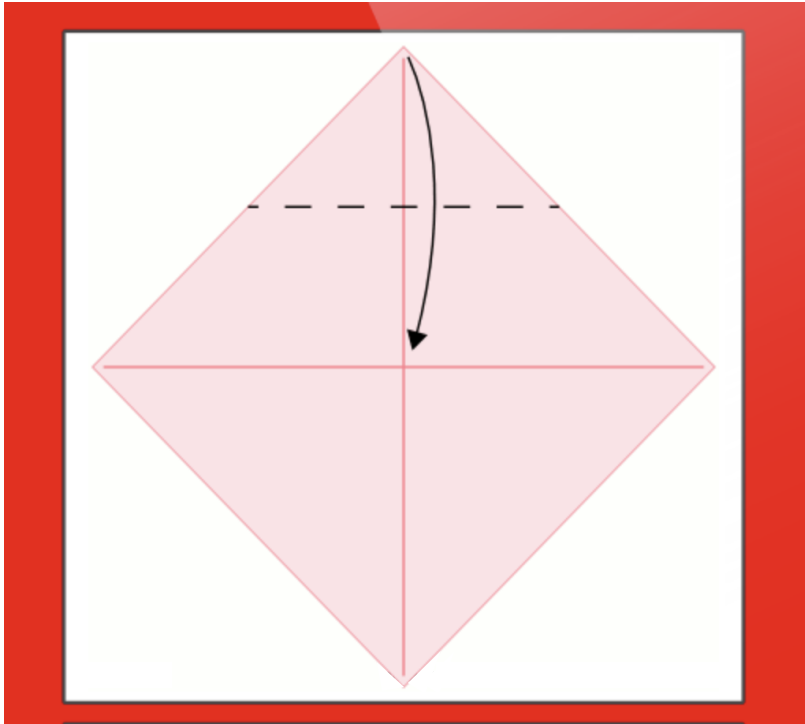


🏠 > News > SURF Advises Not To Use Microsoft 365 Copilot For The Time Being Due To Privacy Risks

SURF advises not to use Microsoft 365 Copilot for the time being due to privacy risks

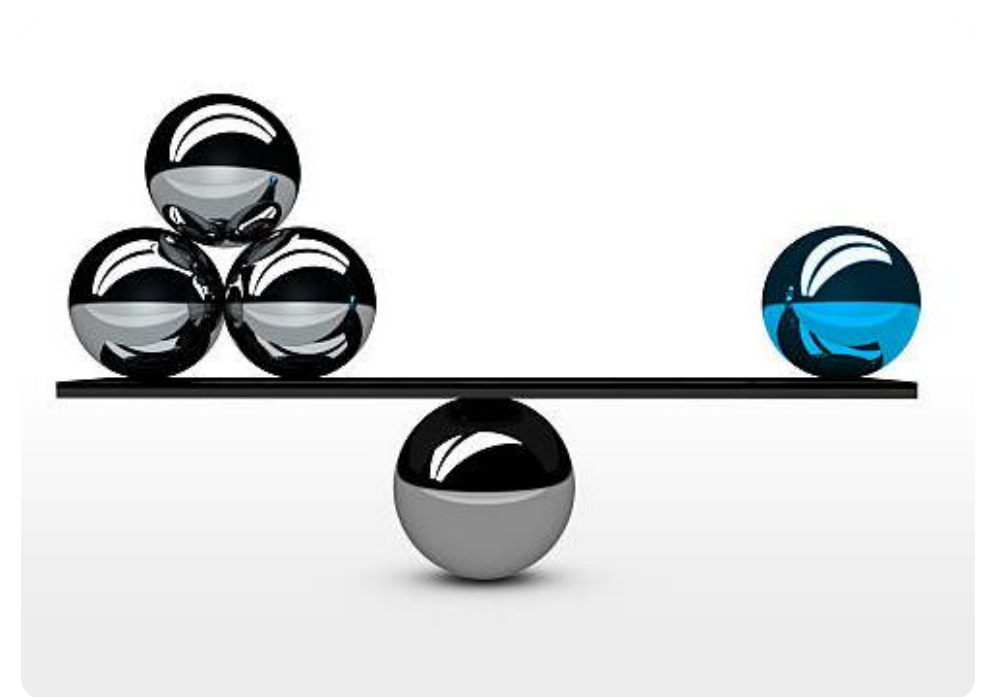
We advise educational and research institutions not to use Microsoft 365 Copilot for the time being. This is because research shows that there are privacy risks associated with using the generative AI tool. We remain in contact with Microsoft to resolve these risks, but advise not to use Microsoft 365 Copilot for the time being.

Step 3

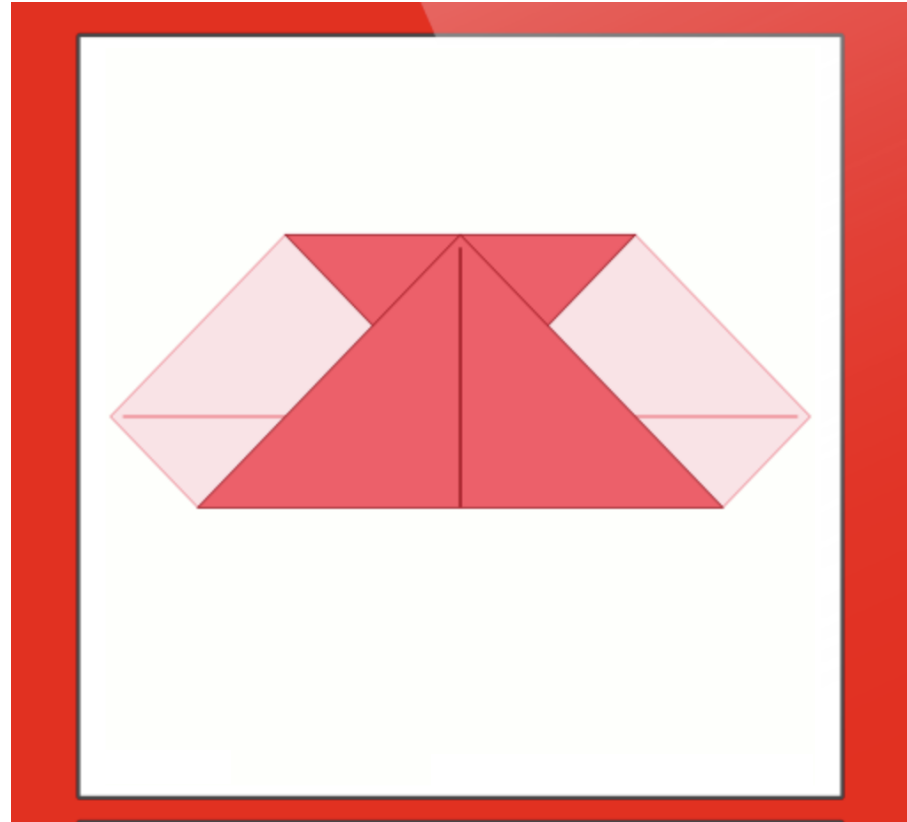
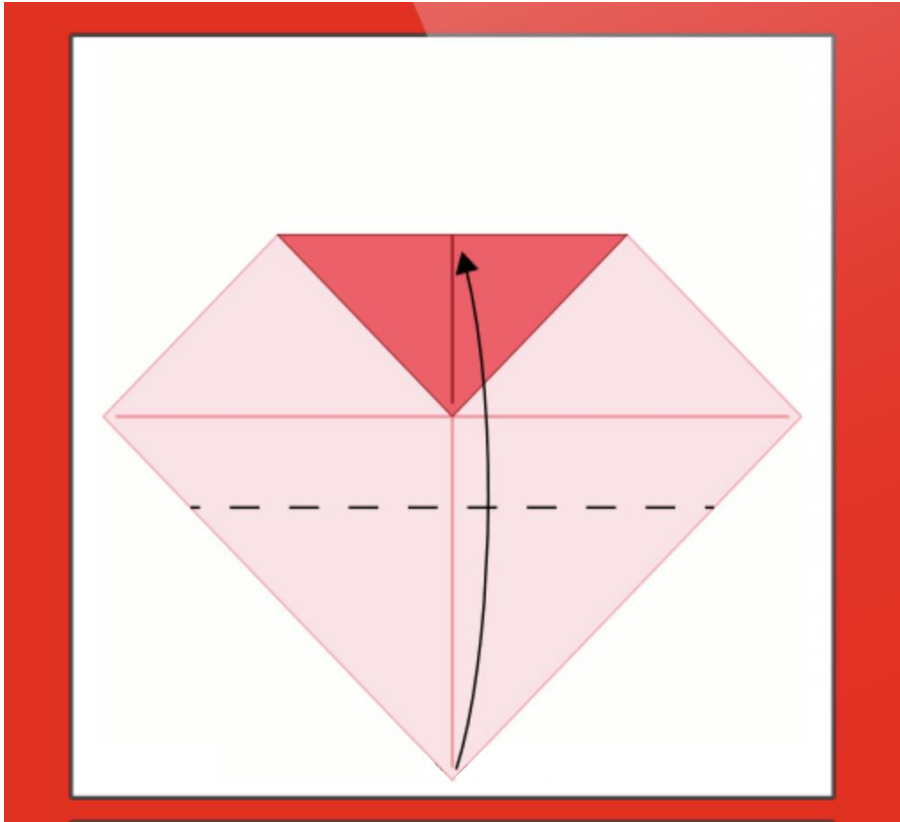


| Balancing Act

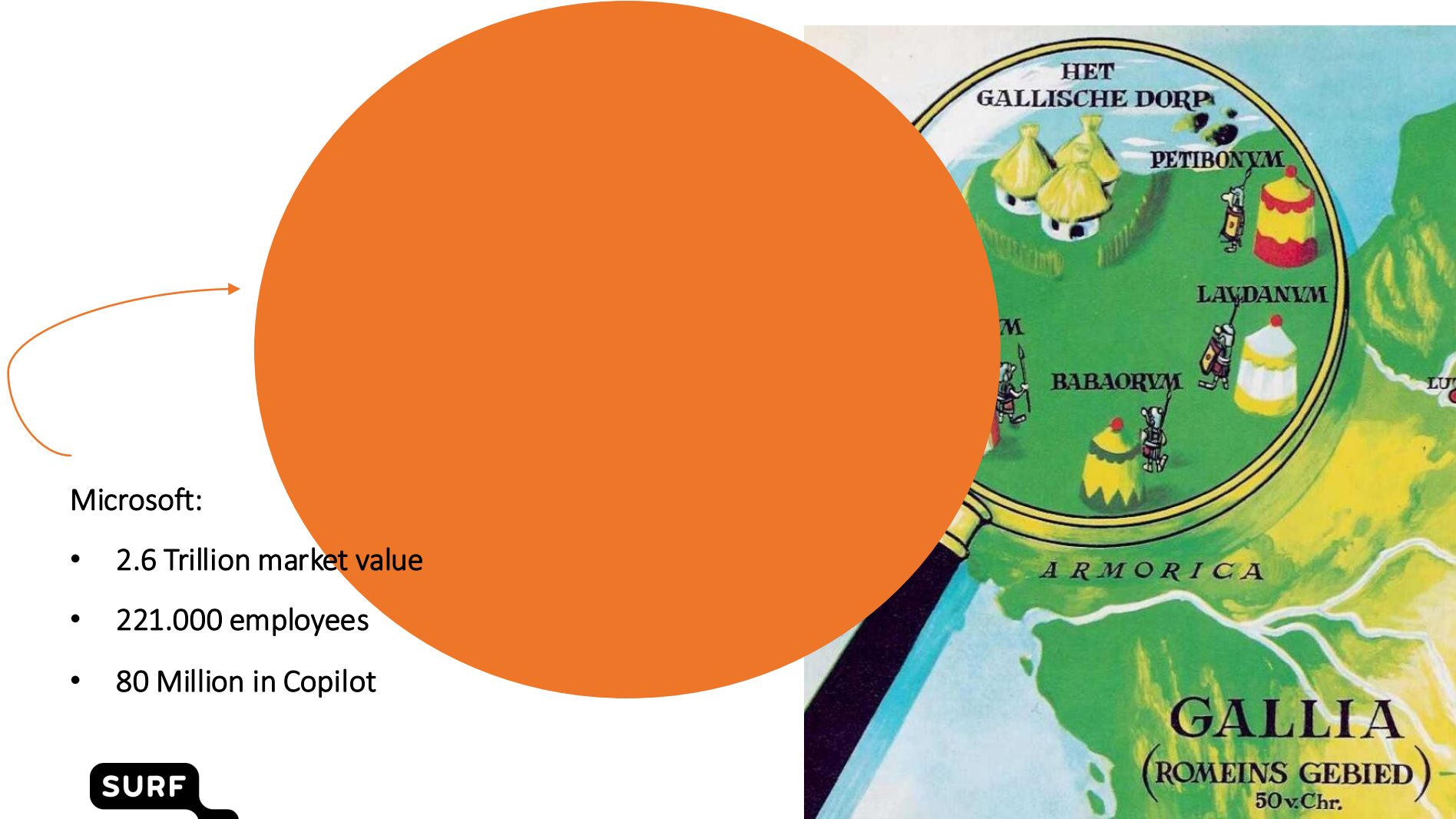
- Continuous process
- Way of working for SVC
- Keep the dialogue going with vendors, members and other external parties
- Functional needs do not always meet the privacy principles



Step 4



| Challenging big tech; Microsoft 365 Copilot (1)



Microsoft:

- 2.6 Trillion market value
- 221.000 employees
- 80 Million in Copilot

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SURF Vendor Compliance:

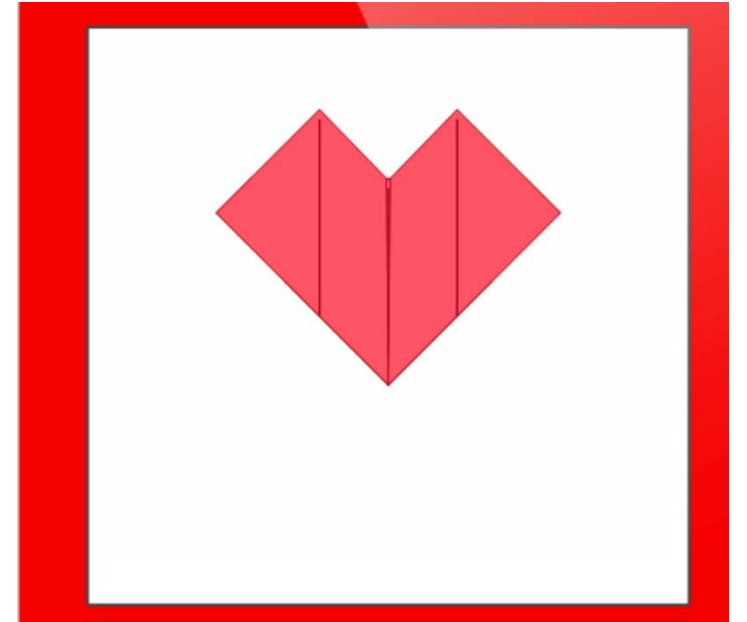
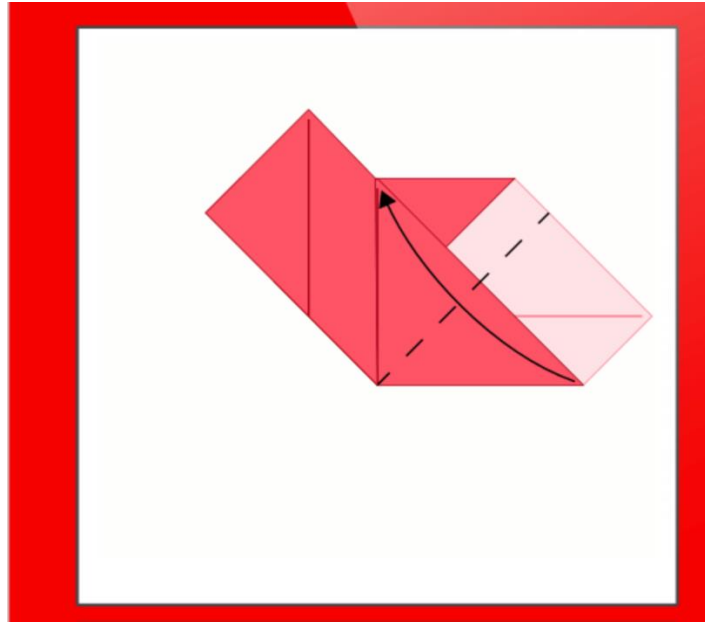
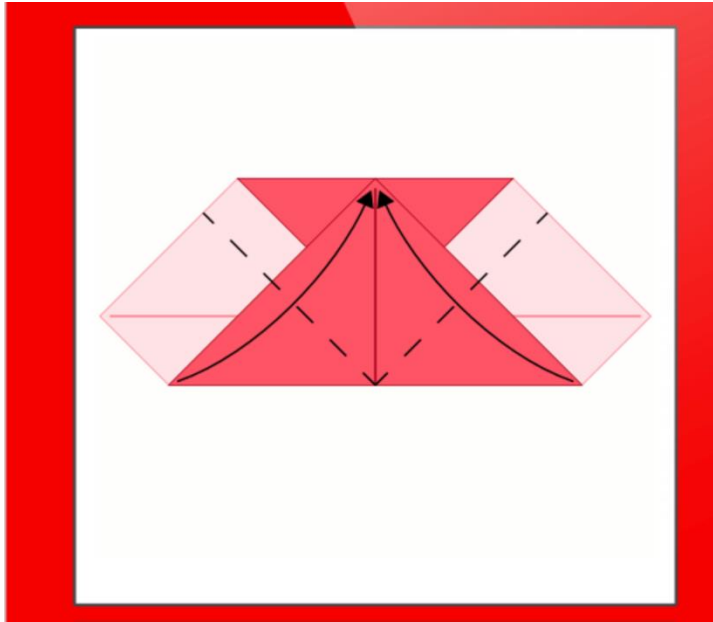
- Started in January 2024
- 10 employees
- 'lets go!'

| Challenging big tech; Microsoft 365 Copilot (2)

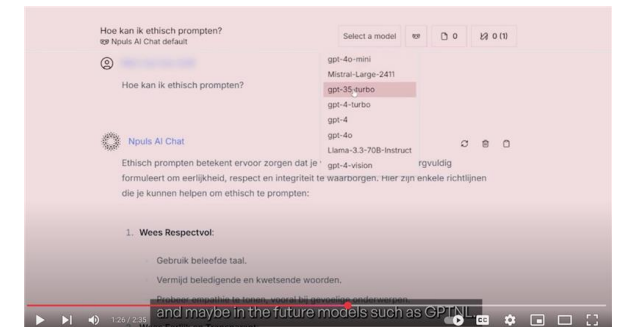
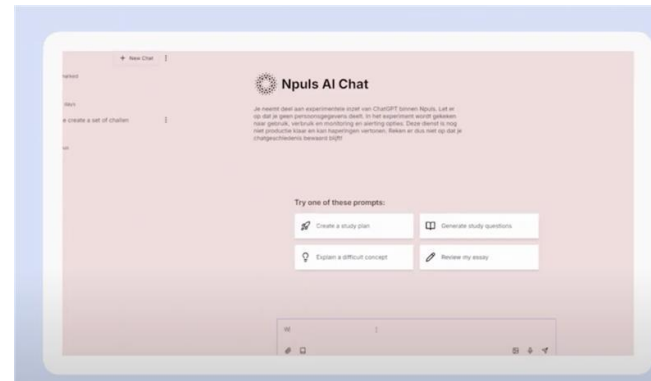
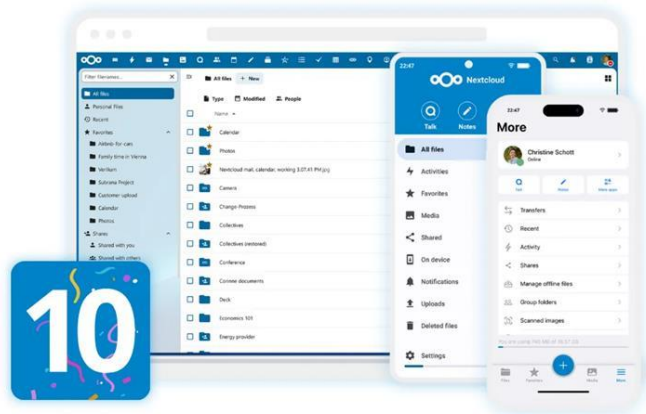
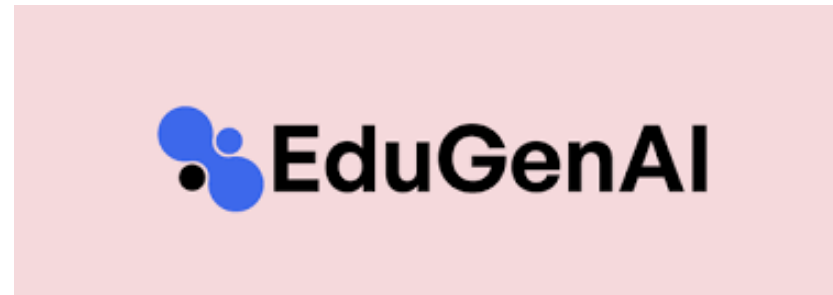
- Process
- Outcome
- Effect
- Are we there yet?



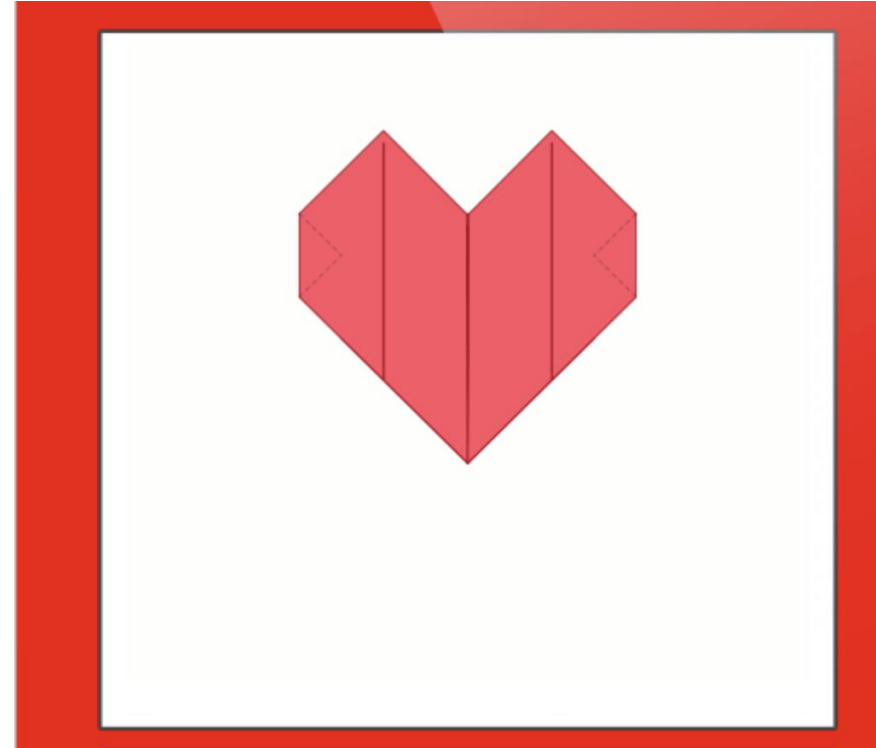
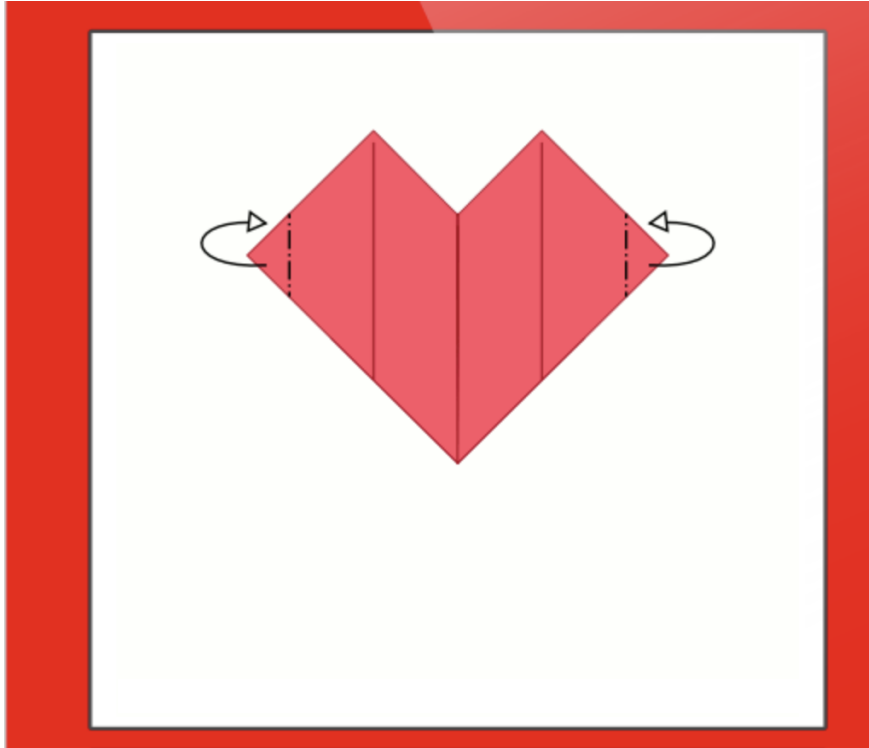
Step 5



Balancing in a new era...



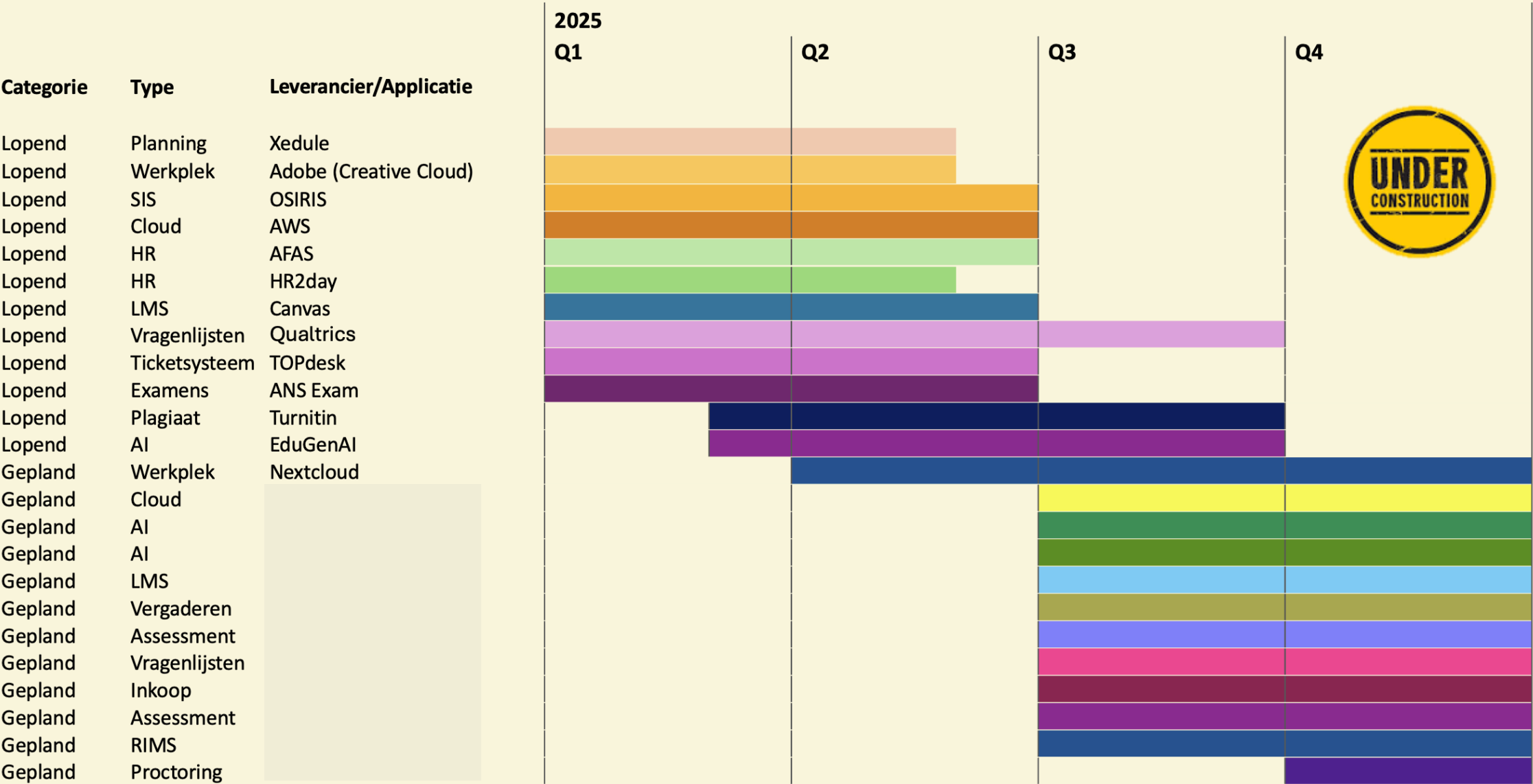
Step 6



SURF Vendor Compliance kalender 2025 (2) – aanpassing SURF

CONFIDENTIAL

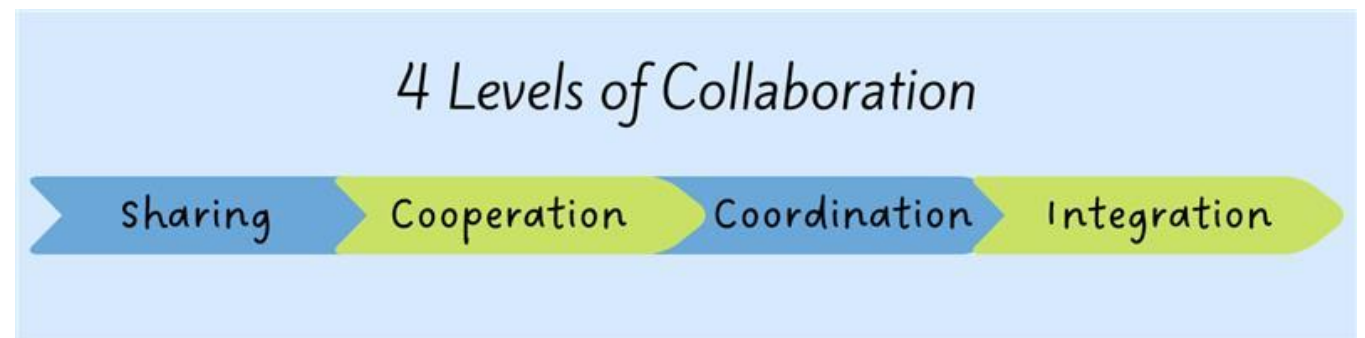
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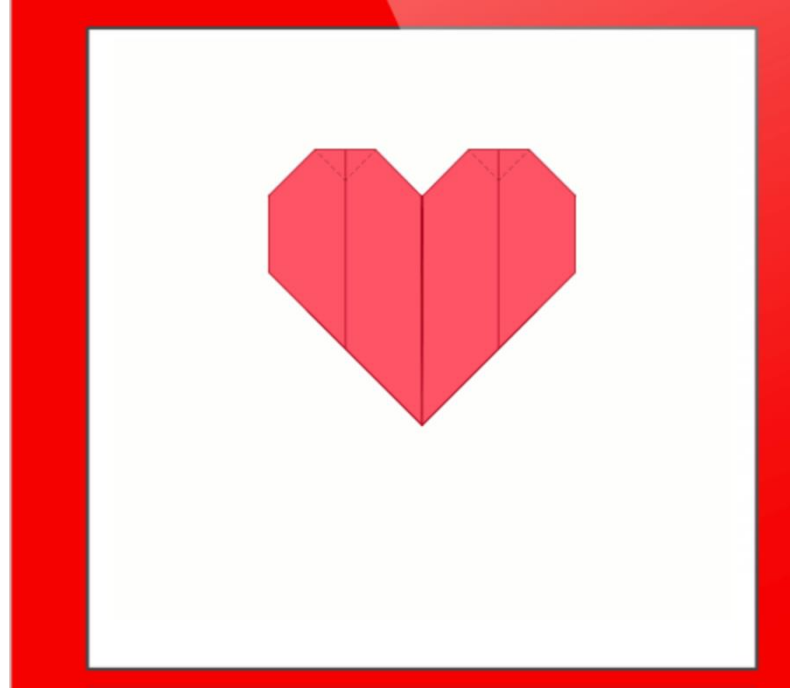
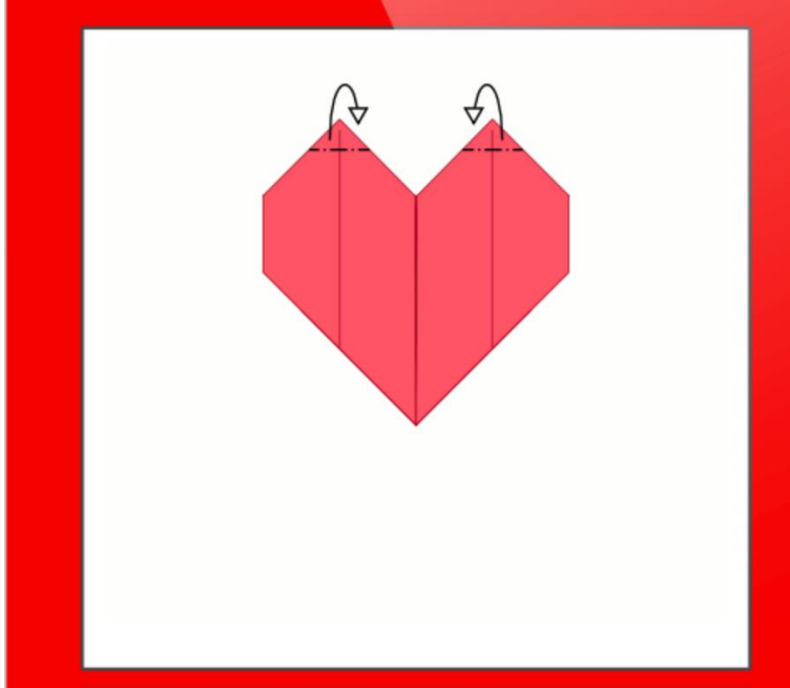
| International collaboration: stronger together

4 levels of collaboration

- SURF is in the lead
 1. Sharing: we openly publish our DPIA's at the end of the process (what we do now)
 2. Cooperation: we keep in touch during the entire process, you will receive regular updates on the progress
- Working together
 3. Coordination: deeper collaboration, for example on the testing scenarios
 4. Integration: fully joint DPIA process



Step 7



| Closure



- One heart, one mission
- Do you recognize the need for privacy/security-assessment in your work?
- Let's connect!



**Thank you for
your attention!**

Questions?

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www.vendorcompliance.surf.nl/en

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