

SURF

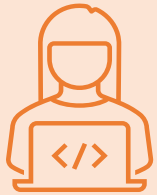


SURF Vendor Compliance

Koos Kruithof

2 March, 2026

Cloud computing has become the standard delivery and consumption model and a driver for digital transformation



Managed by vendor



Quick implementation



Many offerings



Pay-per-use

| Cloud Computing; Concerns and questions

PRIVACY SECURITY



Are our data safe
with cloud
vendors?

COMPLIANCY



Do vendors
comply with
laws and
regulations?

DATA PROCESSING



Can our data be
stored and
processed
outside Europe?

INTEROPERABILITY & EXIT SCENARIO



Is sufficient
exchange and
switching
possible
between
different cloud
systems /
providers?

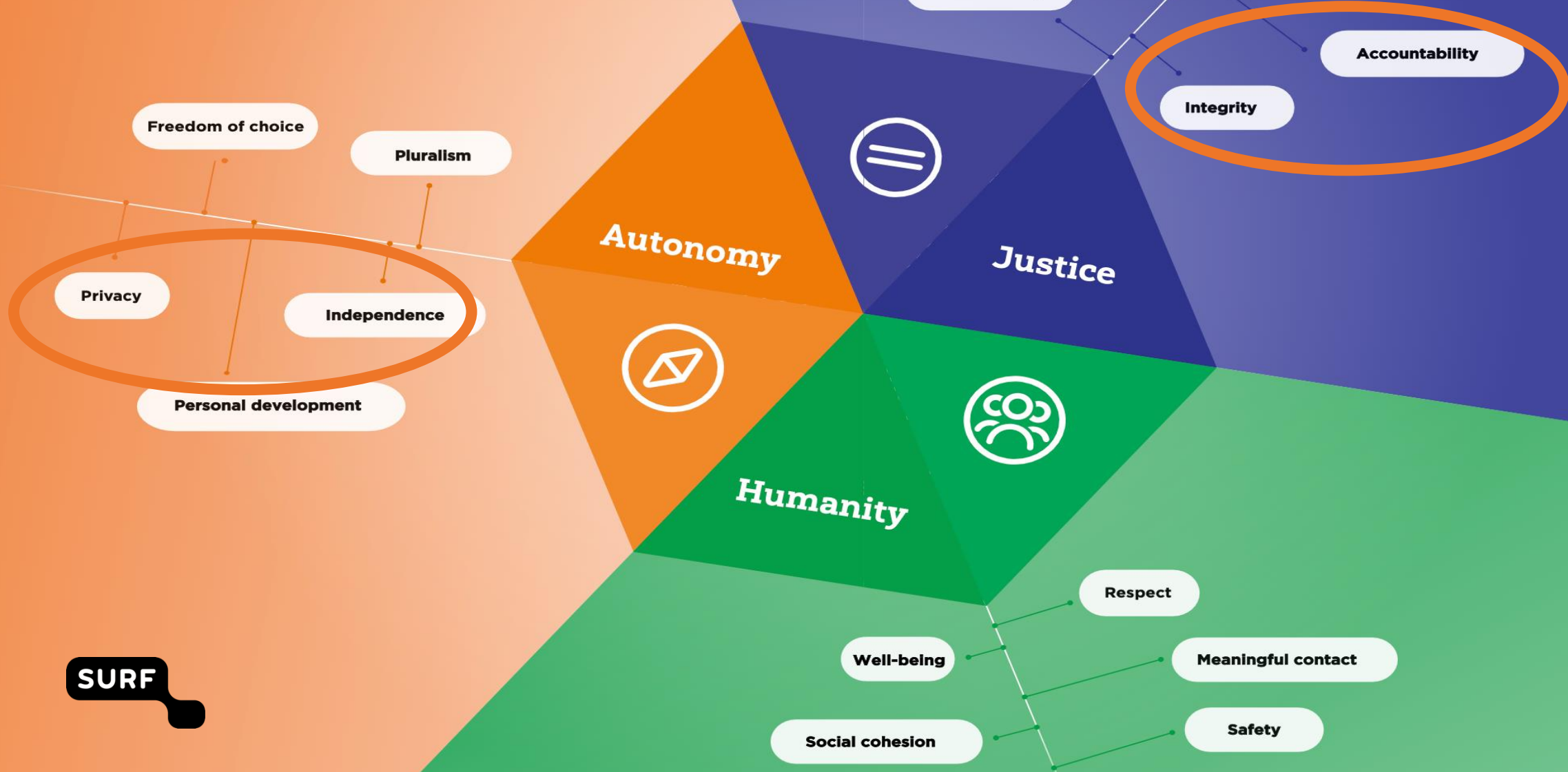
AUTONOMY



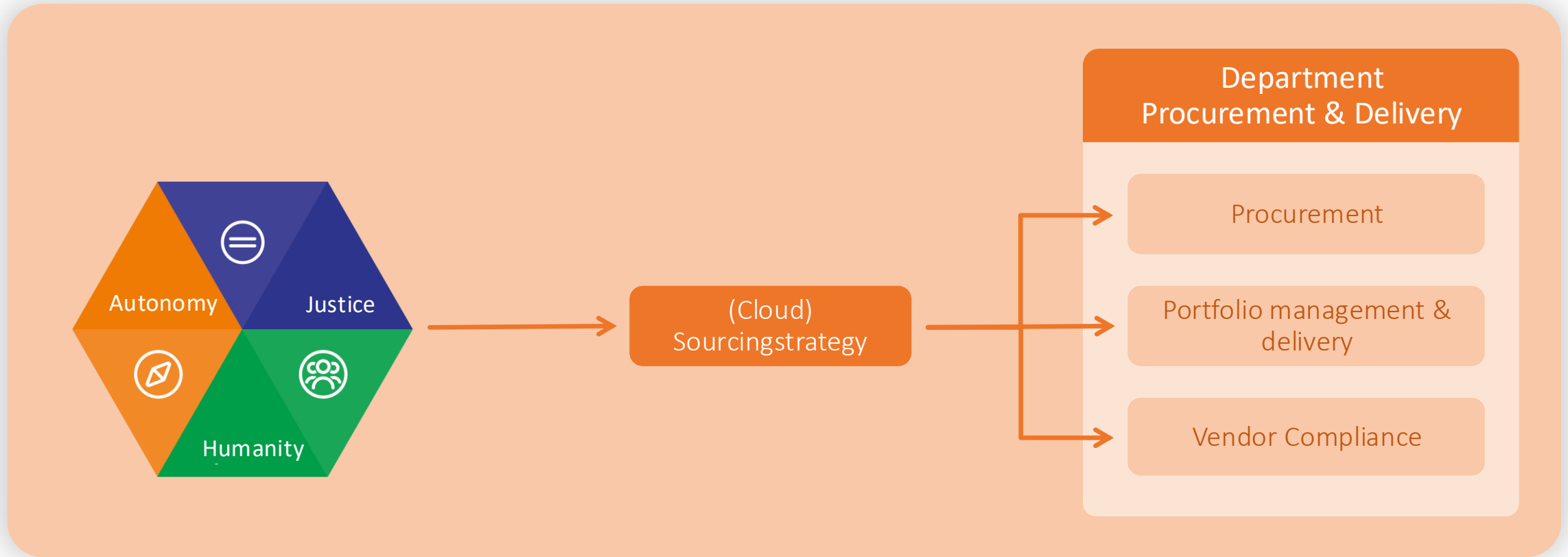
Are we too
dependent on the
services and
infrastructure of a
small group of
large tech
providers?

Value Compass

for digitalisation in
education and research



Value driven procurement



| Start of SURF Vendor Compliance (SVC)

Regulation & evolution of privacy, security and compliance lead to:

Compliance responsibilities/ obligations



Comply as a group to obligatory compliance regulations

Need to bundle expertise



Efficient resource management

Saving costs

Stronger position needed in negotiations

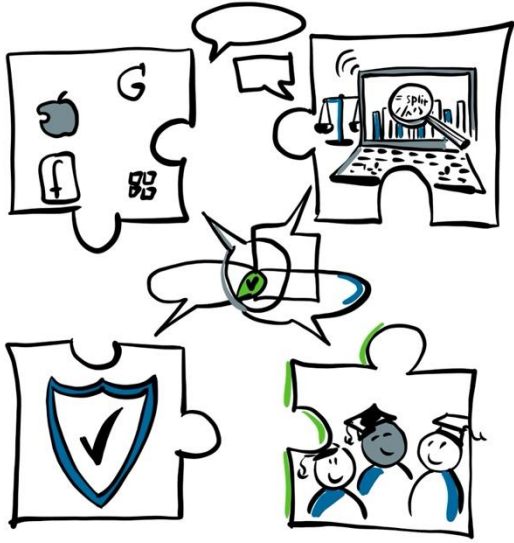


Stronger together

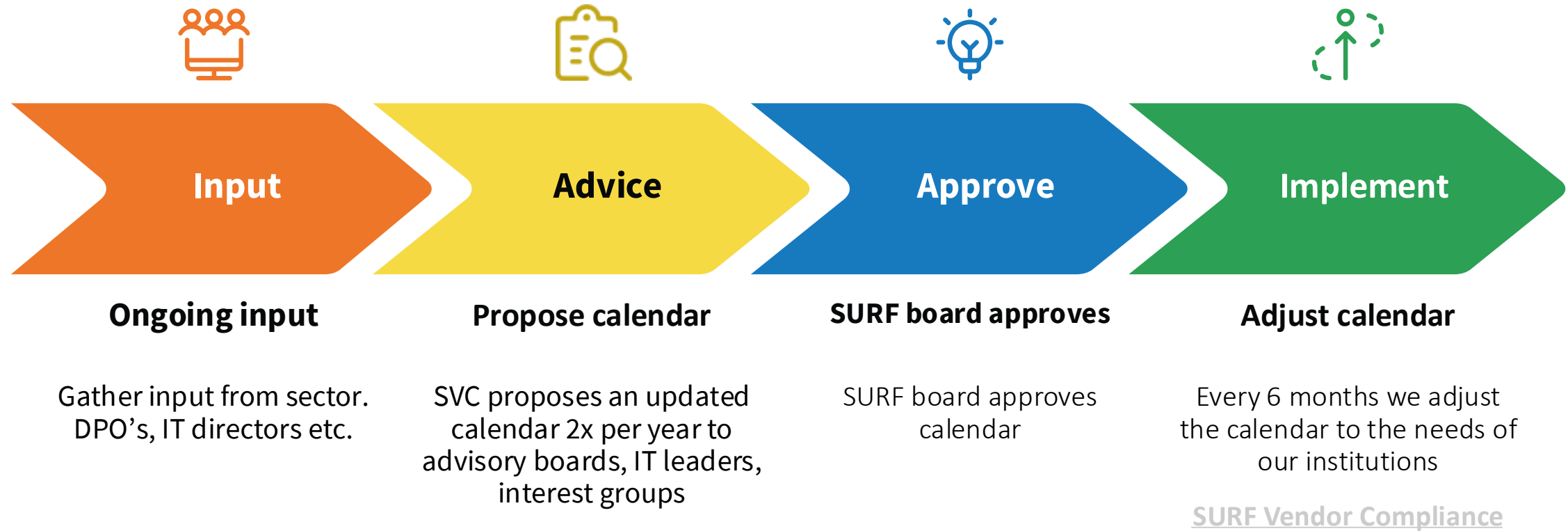
Use commercial impact

SVC takes over 8 compliance assessments per year.

SURF



| Which projects? The Calendar



SURF Vendor Compliance kalender 2026

Versie 12-2025



Categorie	Type	Leverancier/Applicatie	2025	2026			
			Q4	Q1	Q2	Q3	Q4
Lopend	LMS	Canvas	1.				
Lopend	Survey	Qualtrics	2.				
Lopend	Ticketsysteem	TOPdesk	3.				
Lopend	Examens	ANS Exam	4.				
Lopend	Creative Cloud	Adobe	5.				
Lopend	Cloud	AWS	6.				
Lopend	HR	AFAS	7.				
Lopend	HR	HR2day	8.				
Lopend	Plagiaat	Turnitin	9.				
Lopend	LMS	Brightspace	10.				
Lopend	Office Productivity	Nextcloud	11.				
Lopend	Vergaderen	iBabs	12.				
Lopend	RIMS	Pure	13.				
Gepland	Cloud	Microsoft Azure	14.				
Gepland	AI	Google Gemini (SIVON)	15.				
Gepland	Assessment	Schoolyear	16.				
Gepland	Assessment	AMN Talentscan	17.				
Gepland	AI	Mistral, Le Chat		18.			
Gepland	AI	ChatGPT		19.			
Gepland	VR	Meta XR/VR		20.			
Gepland	Office Productivity	Workspace by STACKIT		21.			
Gepland	Assessment	ProctorExam					22.

| Our product

SVC works on complex compliance projects like DPIA's with mainly big tech vendors.

Projects of 18 months are no exception.

Result:

a PDF



| Usage & adoption

A PDF is one thing. We:

Organize indepth webinars

Present at events (pro active and on request of institutions/ vendors)

Organize own events; DPIA Deep Dive Days for Privacy professionals

Make manuals for ease of use

Work on a template for the DPA with vendor

Be part of communities, events and publications

The privacy sector is our ambassador



What is succes? Deliver & visibility



Home > 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.

EduGenAI

EduGenAI Pilot ⓘ Log in om lid te worden 🔍

Tijdslijn Nieuws Usecases Dialoog Documentatie Agenda-items

EduGenAI: Veilige AI voor het onderwijs

De Pilotfase is gestart. Ook aan de slag met EduGenAI? Meld je aan via het [sleutelteam van jouw instelling](#).

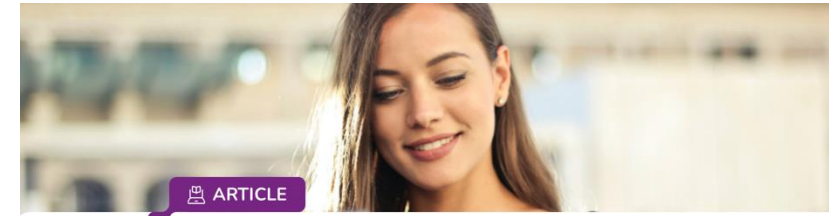
Wat is EduGenAI?
EduGenAI is een Nederlands platform waarmee we samen bouwen aan een veilige en verantwoorde toepassing voor generatieve AI in het vervolgonderwijs. Met dit platform kunnen onderwijsinstellingen gebruik maken van commerciële of open source taalmodellen (LLM/generatieve AI).

Huidige fase:

- Proof of concept (2024 - 2025)
- Pilotfase (vanaf september 2025)

Doelen:

- Een veilig en betrouwbaar AI-platform ontwikkelen voor het onderwijs dat ethisch en juridisch verantwoord is
- Onderwijsinstellingen ondersteunen bij het experimenteren met AI



ARTICLE

Home > 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.



Microsoft

Home — Privacy risks Microsoft 365 Copilot to orange

September 12, 2025

Privacy risks Microsoft 365 Copilot to orange

SURF advises education and research institutions to exercise caution when deploying Microsoft 365 Copilot. That is the conclusion of a new DPIA (Data Protection Impact Assessment) on Microsoft 365 Copilot. Despite improvements to the AI application, not all risks have been convincingly addressed.



Home — Xedule uses SURF DPIA to further strengthen its privacy policy

July 8, 2025

Xedule uses SURF DPIA to further strengthen its privacy policy

SURF conducted a Data Protection Impact Assessment (DPIA) on Xedule, a cloud-based solution for planning and scheduling processes in education. We identified 17 high risks and 1 medium risk. Xedule has indicated it will take measures within a reasonable timeframe. Institutions can therefore continue to use Xedule for the time being.



OSIRIS

Home — Privacy risks in Osiris addressed in collaboration with SURF

September 15, 2025

Privacy risks in Osiris addressed in collaboration with SURF

SURF has commissioned a data protection impact assessment (DPIA) on Osiris. The preliminary advice is that institutions can continue to use this student information system as long as they take a number of measures themselves. A revised report will follow in 2026 once the results of the measures to be implemented by vendor CACI are known.



Questions?

Our publications: <https://vendorcompliance.surf.nl/en/vendor-compliance/>

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Goals SVC: execute business case and;



Team

Build a strong, high energy, high performing team.
Build on trust & fun!



Process

Build an easy to implement, strong supportive but still agile process



SURF & stakeholders

Embed SVC in SURF/ P&D and make its achievements visible.
SVC as thought leader in its field of expertise; Edu, EU, DPA, NREN peers etc.