

Privacy statement

We process your personal data when providing our services in the field of coaching, HR advice and training / education. To inform you how we deal with your personal data, we have drawn up this privacy statement.

Contact details of controller

The personal data are processed by:

<i>JCM van Hage MA mhr Sermone BV Anne Frankstraat 14 2162 JP Lisse</i>	<i>T (31) 252 427 929 M (31) 6 55 306 400 www.sermone.nl info@sermone.nl Chamber of Commerce 34101824</i>
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Obtaining personal data

If you use our services you provide us with your personal data in order to provide you with these services. This can be done during a conversation, training or education, via our website, via email, by telephone or by other means. It is also possible that we obtain your personal data via third parties in the context of the guidance process.

Personal data

We process the following categories of personal data:

- Name and address details
- Contact information, such as e-mail address and telephone numbers
- Birthdate and place
- Sex
- Work experience
- Competences and areas of interest
- Conversation reports
- Content of communication
- IP address

Purposes

We process this personal data for various purposes, such as:

- Executing the agreement;
- Maintaining contact;
- Providing a personal coach route;
- Providing an HR advice process;
- Providing a training or education program;
- Management of the client base;
- Performing administrative tasks, such as planning;
- Improvement of services;
- Reporting and analyzing for accountability to clients and improvement of services;
- Invoicing;

- Collecting funds and taking collection measures;
- Compliance with legal obligations;
- Conducting disputes.

What is the processing based on

Your personal data will be processed to implement the agreement with you with regard to the coaching, training, education and / or HR advice process. Your personal data can also be processed in order to comply with a legal obligation, such as, for example, obligations based on tax law.

We also process personal data for the legitimate interests listed below:

- The improvement of our services;
- The protection of financial interests;
- Security and management of our systems.

If personal data are processed on the basis of permission, this will be requested separately.

Provision to third parties

In the context of our service being able personal data are provided to third parties. For the aforementioned purposes, use can be made of services from third parties, such as our IT suppliers, test agencies, training offices or other third parties that are involved in the support programs. These third parties may also only process your personal data for the aforementioned purposes. Your personal data could also be provided in the context of a legal obligation or court order. We'll your information is not supplied to commercial or charity.

Transfer of your data outside the EEA

Your personal data can be processed outside of the EEA by our cloud provider (Apple iCloud) located in the USA. Apple adheres to it [CBPR \(Cross Border Privacy Rules\) system of the APEC \(Asia-Pacific Economic Cooperation\)](#). The APEC CBPR system provides guidelines for organizations for the protection of personal data that are exchanged between participating APEC economies.

In addition, your data may be stored by third parties outside the EU when using Google Analytics, LinkedIn or Facebook in contact with you. These parties are "EU-US Privacy Shield" certified, so that they will comply with European privacy regulations.

How long we save your data

Your personal data will not be kept longer than necessary for the purposes mentioned in this privacy statement. This means that your personal data will be kept for as long as they are necessary

to achieve the relevant goals. Certain data must be retained for a longer period of time, because we have to comply with statutory custody obligations, such as the fiscal retention obligation.

How we secure your data

We believe it is important that your personal data are protected against loss or unauthorized access of your personal data. That is why we have appropriate security measures .

Your rights

You have the right to us make a request for access to your personal data. After receiving your request you will receive an overview of your personal data within 1 month. If there are any inaccuracies you can request that your data be adjusted, supplemented, deleted or blocked. You can also contact us requests for transfer of your personal data or you can object to the processing of your personal data due to special personal circumstances.

Questions about this privacy statement or a request about the processing of your personal data can be sent to:

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If you have a complaint about the processing of your personal data, please let us know. If you do not agree with us, you have the right to file a complaint with the privacy regulator, the Dutch Data Protection Authority. You can do this [contact the Dutch Data Protection Authority](#) .

Changes to the privacy statement

This privacy statement can be adjusted by us. New versions are always published on the website. We therefore recommend that you consult this statement regularly so that you are kept informed of any changes.

This privacy statement was last modified on **May 20, 2018** .