



## **Privacy statement**

VAN Coaching has a high ambition level regarding the quality of her services. An important part of this quality is the protection of the privacy of (potential) clients and careful treatment of their (personal) data. VAN Coaching respects the privacy of her (potential) clients and cares for the information provided will be handled confidential and thoughtfully. This privacy statement is drafted to inform you about how I deal with your personal data.

### **Contact details**

The personal data is processed by:

*VAN Coaching (Anneke Huizinga), Eerste Amstelvlietpad 18, 1096 GB Amsterdam, 0641395250, anneke@vancoaching.com*

VAN Coaching may process personal data from you, e.g. data provided by you via the website, email, telephone or app. Besides this I can receive your personal data via third parties in the frame of my services.

### **Personal data**

VAN Coaching may process the following categories of personal data:

- Name, address, postal code, city of living
- Contact data, like mail address and phone number(s)
- Date of birth and place of birth (when mentioned on resume)
- Age
- Sex (when mentioned on resume)
- Photo (when available on resume)
- Information regarding your employment or work (history)
- Resume
- Functional opportunities and load ability
- Personal notes of conversations
- Reports of conversations
- Content of communication per mail, app, SMS etc.
- Information regarding questions and goals coachee.

### **Purposes**

VAN Coaching processes this personal data for diverse purposes, these being:

- To maintain contact;
- To be able to provide good and efficient services;
- To manage the client database;
- To be able to offer tailor made guidance;
- To be able to be certified/accredited as a coach;
- To be able to execute administrative actions;
- To improve my services;



- To invoice;
- To do marketing;
- To comply with legal obligations;
- To be able to defend myself in case of a complaint.

### **Legal basis (grondslagen)**

I process certain personal data to be able to execute our agreement, or to comply with legal obligations, e.g. the retention of the tax authorities.

I also process personal data because VAN Coaching has justified interests. These justified interests are:

- To be able to provide my services as efficient as possible;
- To protect my financial interests;
- To be able to improve my services;
- To be prepared for potential complaint procedures.

Van Coaching always makes an assessment to balance the interests of Van Coaching and the interests of others.

In case personal data will be processed on the basis of required permission, this will be requested.

### **Provision to third parties**

In the frame of her services VAN Coaching can exchange personal data. VAN Coaching can for the earlier mentioned purposes make use of services of third parties, e.g. IT providers of my website and my systems. In the frame of this, personal data will be provided to third parties. These third parties are only allowed to process your personal data for these purposes. Your personal data can also be provided to third parties when VAN Coaching needs to comply with legal obligations, for example tax authorities (de Belastingdienst). VAN Coaching won't provide your data for commercial or charity purposes.

### **Transmission of your data outside the EEA (EER in Dutch)**

Your personal data can be processed outside the EEA (EER in Dutch). The EEA is the European Economic Area (Europese Economische Ruimte in Dutch), consisting of the countries of the European Union, Liechtenstein, Norway and Iceland. Besides this your data can be stored outside the EU by third parties when G-suite, Google Analytics, LinkedIn or Facebook will be used in our contact. All processing of personal data outside of the EEA will be done using a legal transfer mechanism, such as Standard Contractual Clauses.

### **How long VAN Coaching keeps/stores your data**

VAN Coaching won't process your personal data longer than required for the purposes mentioned in this privacy statement. This means that your personal data will be stored as long as necessary to meet the concerning purposes. Certain data should be kept longer since VAN Coaching needs to comply with legal retentions, like the tax retention.



## How VAN Coaching protects your data

In my opinion it is important that your personal data is protected against loss or unauthorized access. Therefore, VAN Coaching took appropriate security measures. When possible, I use 2-step verification. Besides this I store data (e.g. my personal notes conversations) locally in a locked cabinet.

## Cookies

[www.vancoaching.com](http://www.vancoaching.com) is built by Wix. Cookies are implemented in every site built by Wix. Take a look at the table below to view which cookies Wix implements on Wix sites:

| Cookie name                          | Life span         | Purpose                         |
|--------------------------------------|-------------------|---------------------------------|
| svSession                            | Twelve months     | Creates activities and BI       |
| hs                                   | Session           | Security                        |
| incap_ses_{{Proxy-ID}}_{{Site-ID}}   | Session           | Security                        |
| incap_visid_{{Proxy-ID}}_{{Site-ID}} | Session           | Security                        |
| nlbi_{{ID}}                          | Persistent cookie | Security                        |
| XSRF-TOKEN                           | Persistent cookie | Security                        |
| smSession                            | Two weeks         | Identify logged in site members |

## Your rights

You have the right to request VAN Coaching to get to see your personal data. After receiving your request, you will be receiving an overview of your personal data (except for my personal notes). In case of incorrectness, you can request to adapt your data, add things to it, to delete or to shield it.

Besides this you can request VAN Coaching to transfer your personal data or you can object against the processing of your personal data due to special personal circumstances.

All (other) rights can be performed by sending in your request to [anneke@vancoaching.com](mailto:anneke@vancoaching.com). These other rights can be the right to be forgotten, data-minimization and the right to send in a complaint.

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

*VAN Coaching (Anneke Huizinga), Eerste Amstelvlietpad 18 1096 GB Amsterdam, 0641395250, [anneke@vancoaching.com](mailto:anneke@vancoaching.com)*



If you have a complaint about the processing of your personal data by VAN Coaching, please let us know. If it doesn't work out together, you have the right to file a complaint to the privacy supervisor, 'de Autoriteit Persoonsgegevens'. You can contact: [Autoriteit Persoonsgegevens](#).

### **Changes privacy statement**

This privacy statement is updated on the 13<sup>th</sup> of July 2023.

**VAN Coaching** can adjust this privacy statement. New versions will always be published on the website. We advise you to frequently consult this statement, so you are aware of changes.