

## Privacy statement AVG

### Toolkit Company follows the privacy rules for its mediation services as drawn up by the Mediators Federation of the Netherlands (MfN)

*This is the privacy statement of Toolkit Company, located at Houtlaan 20 D in Rotterdam, The Netherlands (hereafter: "TC"). This privacy statement applies to the processing of personal data of our clients, potential clients and other persons who visit our website or have contact with us.*

In this privacy statement you can find information about how we handle personal data. If after reading this privacy statement you still have questions about the way we handle personal data, if you wish to make use of your rights mentioned in this privacy statement under the General Data Protection Regulation ("AVG"), or other laws and regulations, regulations on personal data, or if you want to submit a complaint about the use of your personal data, you can contact us by phone: +31 6 57 30 79 64 or e-mail [info@toolkitcompany.com](mailto:info@toolkitcompany.com). If you are not satisfied with the handling of your complaint or if you would prefer not to submit your complaint to us, you can also submit it to the Dutch Data Protection Authority via the Dutch website [autoriteitpersoonsgegevens.nl](http://autoriteitpersoonsgegevens.nl).

As mediators and trainers, we are responsible for processing your personal data and as such exercise great care and of course comply with the rules that follow from the AVG.

## I. Which personal data does TC process?

### Mediation file

If you provide an assignment to the mediator, the mediator will process personal data that you and the other party or parties in your case provide to the mediator. These are at least your contact details such as your name, address, e-mail address and telephone number. Furthermore, it concerns personal data that are relevant to the file. Depending on the subject of the mediation, this may also involve sensitive and / or special personal data.

### Invoicing

If you provide us with an assignment, we also process data necessary for sending invoices and processing payments for the services that the mediator performs. In addition to your contact details, it concerns your bank account number and any other payment details.

### Contact

If you contact us via the contact form on this website, by e-mail or by telephone, we will process the data you provide. It concerns the contact details that you provide to us (name, position, company name, e-mail address, telephone number) and the reason why you contact us (for example because you have a question).

### Analysis of website visitors

We process analytical information about (the computer of) visitors to our website, via cookies that are placed when you visit the website. Through these cookies (a part of) the IP address of the visitor is stored.

### Training and education by Toolkit Company

We also process the data of persons who register at our institute. This concerns the contact details that you provide to us (first name and last name, title, job title, organization name, street and house number, postcode, city, country, e-mail address, telephone number) and the reason why you are contacting us (for example because you have a question) or the course for which you register. In addition, we will record a different invoice address or extra information for the invoicing if you have provided this, how you became aware of this training, whether you accept the general terms and conditions and whether you indicate that you meet our registration requirements.

## II. For what purposes and on what basis do we process personal data?

### Mediation file

The mediator uses the personal data that you have provided in the context of a mediation assignment to handle the mediation file. Because it is possible that sensitive and / or special personal data are processed during the mediation process (and this is not always clear beforehand), we ask you for permission to process your personal data. You give this permission by signing the mediation agreement. If you do not give this permission, you can unfortunately not use our (legal) mediation services, because the mediator cannot perform the services without processing personal data relevant to the file.

You have the right to withdraw your consent. The mediator may then no longer process data from you. The mediator can no longer provide services for you from the moment of withdrawal of the consent and consequently will have to close the mediation file immediately.

### **Invoicing**

We use the payment details that you have provided to invoice for our work. This processing is necessary to execute the agreement you conclude with us.

### **Contact**

We use the contact details you provide to us to contact you if necessary, for example to answer a question. We process these personal data because this is necessary to protect our legitimate interest, namely the importance of being able to carry out our work and obtaining new assignments.

### **Analysis of website visitors**

The information we collect about visitors to the website is only used to keep statistics about the visit to the website (for example to see which pages are most viewed). The data is stored in an anonymous form.

### **Digital learning environment for the participants in the courses**

Participants from our study programs may receive an invitation to participate in our digital learning environment. Here you can manage your data yourself, set which information you want to receive and also de-register. If you need help with this, please contact us: [info@toolkitcompany.com](mailto:info@toolkitcompany.com)

## **III. How long do we keep your personal data?**

### **Mediation file**

We keep the mediation file, and the personal data contained therein, in principle for twenty years after the file is closed, in connection with the maximum limitation period. In exceptional cases, we keep a file longer than twenty years, for example if the limitation period is interrupted or if the mediator believes that there is another legitimate interest in keeping the file longer.

### **Administration**

We keep our records, including the invoices and other documents on which the personal data of the parties are mentioned, for a period of seven years after the end of the financial year in order to comply with the fiscal retention obligation.

### **Digital learning environment**

Your data will remain in the digital learning environment as long as you use and / or are registered in the digital learning environment. You manage your data yourself, you can setup which information you want to receive and also you can de-register yourself. If you need help with this, please contact us: [info@toolkitcompany.com](mailto:info@toolkitcompany.com)

### **Other contact details**

We keep other contact details for one year after the last contact, unless you have previously submitted a request to us to delete it.

### **Analysis of website visitors**

The data about website visitors is stored two years after the visit to the website, these are the default settings of Google Analytics.

## **IV. With whom do we share your data?**

Your data is stored in a digital file and / or stored digitally and can occur in e-mails that the mediator sends or receives and is stored (and therefore processed) by our ICT provider. In addition, the payment details that you have provided to the Mediator for the purpose of invoicing are passed on to the party who performs the financial administration for the mediator or the party responsible for the invoicing for the training courses. These parties have signed a confidentiality agreement in which at least the same level of security and confidentiality is arranged as you may expect from us.

If you, or another party involved in a mediation, files a complaint against the mediator relating to the handling of a mediation file containing your personal data, your personal data may be provided to the Stichting Kwaliteit Mediators (SKM) and / or to Stichting Tuchtrechtspraak Mediation (STM) and / or Stichting ACB and / or the International Mediation Institute IMI. Your data will be treated confidentially by all these authorities.

We will not pass on your details to third parties unless we are required by law and regulations to provide certain information, for example to the police in the context of a criminal investigation.

## **V. How are your data secured?**

We have taken appropriate technical and organizational security measures to protect your personal data against loss, misuse and unauthorized access by third parties. Moreover, we also require our ICT provider to take such appropriate technical and organizational security measures.

## **VI. What are your rights?**

You have the following rights:

The right to inspect your personal data and to receive a copy of it.

The right to rectification of your personal data if these are not correct or incomplete.

The right to object to the processing and / or - in certain cases - the right to limit the processing of your personal data.

In certain cases: the right to have your personal data deleted.

The right to obtain your personal data in a structured, current and machine-readable form and the right to transfer that data to another person.

For more information about these rights and when you can exercise them: see articles 15 to 20 of the General Data Protection Regulation.

You can exercise your rights by contacting us via the e-mail address or telephone number mentioned at the beginning of the privacy statement.

## **VII. Amendments**

There may sometimes be a change in the personal data we process or the applicable regulations. In that case, we can adjust this privacy statement. In the event of major changes, we will place a notification on the website and, if possible, inform you by e-mail of the change.

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