



PRIVACY POLICY

When we provide our services in the coach practice, we process your personal data. To inform you how we handle your personal data, we have prepared this privacy statement.

Contact is: TEN HOVE BUSINESS COACHING

The personal data are processed by:

Ten Hove Business Coaching
Jachtlaan 38, 7313 CR Apeldoorn
www.tenhovebusinesscoaching.nl

Contact person: Mrs. D.S. ten Hove, sole proprietor Ten Hove Business Coaching and Ten Hove Interim & Consultancy.

Obtain personal data

If you use our services, you provide us with your personal data in order to be able to provide these services to you. This is possible, for example, during a conversation, via our website, via email, by telephone or in another way. It is also possible that we obtain your personal data from third parties as part of the coaching process.

Personal data

TEN HOVE BUSINESS COACHING processes the following categories of personal data:

- Name and address data
- Organization Name
- Financial data, account number
- Services or products purchased
- Contact information, such as e-mail address and telephone numbers
- Birthdate and place
- Sex
- Work experience
- Photo
- Competences and areas of interest
- Conversation reports
- Content of communication
- IP address
- Names of managers, relationships of coachee
- Learning objectives, problems, typing from coaching models, interview reports with date, health data (incl. Questionnaires regarding stress-related complaints)
- Financial data, salary data

Purposes

TEN HOVE BUSINESS COACHING processes this personal data for various purposes, such as:

- Maintaining contact;
- Offering a personal coaching process;
- A good and efficient service;
- Management of the client base;
- Performing administrative procedures such as planning;
- Improvement of services;
- Reporting and analysing for accountability to clients and the improvement of services;
- Invoicing (and being able to establish a relationship between quotation number and invoice);
- Marketing;
- Compliance with legal obligations;
- Conducting disputes;
- Information on the website.

What is the processing based on?

Your personal data will be processed to implement the agreement with you regarding the coaching program. Your personal data can also be processed in order to comply with a legal obligation, such as obligations based on tax law.

Also, we process personal data for the here under mentioned legitimate interests:

- The improvement of its services (including intervention, supervision);
- The protection of its financial interests;
- Security and management of its systems;
- Accreditation;
- Recording the situation, behavioural patterns, substantive conversation information that
are important for the course of the coaching process and for follow-up discussions

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

Distribution to third parties

As part of our services personal data can be provided to third parties. For the above-stated purposes use can be made of any third-party services, such as an IT provider, accountant. These third parties may also only process your personal data for the aforementioned purposes. Your personal data could also be provided under a legal requirement or court order.

How long we keep your data

Your personal information will no longer be stored than is necessary for the purposes specified in this privacy policy as mentioned. This means that your personal data will be stored for as long as they are necessary to achieve the relevant goals.

Certain information must be stored longer, because we have and maintain legal holds, such as the tax retention.

How we secure your information

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

Your rights

You have the right to make a request to us to inspect your personal data. After receiving your request, you will receive an overview of your personal data within 1 month. If this results in inaccuracies, you can request that your details be amended, supplemented, deleted or protected.

You can also request us to transfer 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:

Ten Hove Business Coaching
Jachtlaan 38, 7313 CR Apeldoorn
E danielle@tenhovebusinesscoaching.nl

If you have a complaint about the processing of your personal data, please let us know. In the unlikely event that you cannot resolve this with us, you have the right to submit a complaint to the Privacy Supervisor, the Dutch Data Protection Authority. You can contact the Dutch Data Protection Authority for this.

Privacy statement changes

The privacy policy may be changed by us. We therefore recommend that you regularly consult this policy via our website so that you are kept informed of any changes.

This privacy statement was last amended on **27 May 2018**.