

Dutch in Dialogue  Communicate. Comprehend. Connect.

Privacy Policy

DiD greatly values our clients' privacy. We treat the information they provide with the utmost care and confidentiality.

Any personal information submitted to DiD before, during and after a course, as well as any sensitive business information related to the client's employer or company, will be treated by DiD as highly confidential and will never be shared with outside parties.

Personal data we process

DiD complies with the General Data Protection Regulation (GDPR). DiD processes personal data about you to enable you to make efficient use of our services and/or because you provide these data yourself. The following is an overview of the personal data we process:

- First name(s) and surname;
- Gender;
- Address information;
- Telephone number;
- Email address;
- IP address.

DiD does not register any special personal information, such as information about religion or personal belief, race or country of origin, health, sexual life, criminal offences, political affiliation or membership in a trade union.

Our website provider (Tromik Webdesign, www.tromik.nl) does not trace technical data to individuals and acts in accordance with the GDPR.

Why do we need your data?

DiD processes your personal data for the purposes of:

- Handling your payment;
- Sending our newsletter;
- Making telephone contact, when necessary to carry out our services;
- Informing you about changes to our services and products;
- Delivering goods and services.

DiD analyses your behaviour on our website in order to improve our website and facilitate your visit (see more below under 'Mapping website visits'). DiD also processes personal data when we are legally obliged to do so. This includes data that we need for our tax returns.

Sharing with others

DiD does not sell your data to third parties. We only provide data to third parties if this is necessary for the fulfilment of our agreement with you or to comply with a legal obligation.

Mapping website visits

DiD uses analytical cookies (via Google Analytics) that do not infringe on your privacy. A cookie is a small text file that is stored on your computer, tablet or smartphone when you first visit this website. The cookies we use are necessary for the technical operation of the website and your ease of use. They ensure that the website works properly and they remember, for example, your preferences. They also allow us to optimise our website. You can opt out of cookies by configuring your internet browser so that it no longer stores cookies. In addition, you can delete all the information previously stored through your browser settings.

Data retention

When you send us an email or fill in and submit a contact, registration or information form on our website, we retain the data you send us together with the technical characteristics for as long as necessary or reasonable according to the nature of the form and of your message for the purpose of providing a complete answer or handling your message. The same applies to personal data that you provide to us during an intake or in training situations.

As a rule of thumb, the following retention periods apply:

- Customer contact management (such as a newsletter) and relationship management for follow-up purposes: up to five years after the training or until after cancellation of the subscription.
- Debtor and creditor records: seven years (according to legal obligation).

When you participate in interactive digital parts of our training for which we use the services of the LearningStone learning platform, their privacy policy (<https://www.learningstone.com/privacy>), adapted to the GDPR, will apply.

Viewing, modifying or deleting data

You have the right to view, correct or delete your personal data. You can send a request for inspection, correction or removal to info@dutchindialogue.com. If substantial changes are necessary, we will then ask you to submit your request in the form of a letter (with attachment), typed or legibly written on paper. That letter must include all the necessary data and the name and address of the sender, and it must be dated and signed. Send it by post to the office address of Dutch in Dialogue (Sint Antonielaan 340, 6821 GP Arnhem, The Netherlands).

To ensure that you are the person requesting the inspection of your data, we also ask you to send a copy of your identity document with the request. Please black out your passport photo and citizen service number (BSN) on this copy (for privacy reasons). DiD will respond to your request as quickly as possible, within no more than four weeks.

Security

DiD takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorised access, unwanted disclosure and unauthorised changes. If you suspect that your data is not properly secured or if there are indications of misuse, please contact info@dutchindialogue.com. DiD uses the following to secure your personal data:

- Security software, such as a virus scanner and firewall.

TLS (formerly SSL), a cryptographic protocol that ensures we send your data via a secure internet connection. This is indicated in the address bar of your internet browser by the 'https:' at the beginning of the address and the padlock icon