

# Privacy statement



I process your personal data, while offering the Hands-on-Talent services. In order to inform you on how I work with your personal data, I wrote this Privacy statement.

## Contact information

Personal data will be processed by:

Hands-on-Talent  
Marianne Heijnen  
KvK 54569796  
Krentelaar 2  
5467 JE Veghel  
+31 6 83799130

## Obtaining personal data

When you use the Hands-on-Talent services, you offer me your personal data in order to service you. You could offer me personal data during a conversation, via email, by phone or another way. It could also be possible that I receive personal data from third parties during the coaching journey.

## Personal data

Hands-on-Talent processes the following categories of personal data:

- Name and address of the coachee, manager and /or HR responsible person
- Contact details, like email addresses and phone numbers
- Work experience (Linked-In or Resumé), biographies, relevant data on performance, department and company
- Coaching objectives and coaching plan
- Results of coaching models & tests, for example competencies and areas of interests
- Conversation reports
- Correspondence
- Personality and leadership profiles
- Photos of team sessions
- Organisation charts
- Vision, Mission and Strategy documents
- Satisfaction or Engagement reports
- Team Effectiveness test results

## Objectives

Hands-on-Talent processes these personal data for various objectives, like:

- To keep in contact;
- To offer a personal and/or team coaching journey;
- To offer high quality and effective services;
- To manage the client administration;
- To manage administrative actions, like planning;

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- To improve the services;
- To report & analyse in order to justify actions to clients
- To invoice;
- To collect & recover debts;
- To fulfil legal obligations;
- To settle disputes

### **On what is the processing of personal data based**

Your personal data will be processed to deliver the agreed coaching journey. Also your personal data will be processed to fulfil legal obligations, like for example obligations based on tax laws.

Next I process your personal data for :

- Improvement of services;
- Protecting financial interests;
- Protecting and managing of systems;

Permission will be asked in case it is mandatory to process certain personal data.

### **Provide data to third parties**

As part of delivering services personal data can be provided to third parties. Only for the objectives as mentioned above Hands-on-Talent could use the services of third parties, like my IT provider, test agencies or other third parties for delivering Hands-on-Talent services during the coaching journey. These third parties are only allowed to process your personal data for the objectives as mentioned above. Your personal data could also be provided as part of a legal obligation or court order.

I will not provide your personal data for commercial use or charity.

### **Transfer of your data outside of the EEA**

The EEA is the European Economic Area, consisting of EU countries, Liechtenstein, Norway and Iceland. Your personal data might be processed outside of the EEA by my cloud provider, my back-up provider and by the provider transferring large documents. These companies are based in the USA. Security is guaranteed by law. Next your personal data could be provided to third parties outside of the EEA when using Google Analytics, LinkedIn or Facebook when communicating with you. These parties are "EU-VS Privacy Shield" certified, in order to conform to the European privacy laws.

### **How long will your data be stored**

Your personal data will be stored for 10 years, in order to make sure relevant data will not get lost when you would like to continue the coaching journey with Hands-on-Talent. Certain data must be stored longer, because of legal obligations, like tax laws.

### **How will your data be secured**

It is of the highest importance to secure your personal data against loss and unauthorised access. For that reason I made sure the proper safety measures are in place.

### **Your rights**

You have the right to request access to your personal data. After receiving your request you will receive an overview of your personal data within 1 month. In case of errors you may request to change, complement, delete or shield your data.

Also you may request to transfer your personal data or you may protest against the processing of your personal data by Hands-on-Talent, due to special personal circumstances.

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You may send your questions regarding this privacy statement or your request regarding the processing of your personal data to:

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Marianne Heijneman  
Krentelaar 2  
5467 JE Veghel  
[info@hands-on-talent.com](mailto:info@hands-on-talent.com)

If you have a complaint about the processing of your personal data, please let me know. In case that we cannot come to an agreement, you have the right to file a complaint at the privacy supervisory authority, the Autoriteit Persoonsgegevens.

**Privacy statement adjustments**

I am allowed to adjust this privacy statement. New versions will be posted on the Hands-on-Talent website. We advise you to regularly consult this statement, in order to be up-to-date for any adjustments.

This privacy statement is adjusted on the **22nd of May 2018**.

Best regards,

Marianne Heijneman  
Hands-on-Talent

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