



Privacy statement

By providing our services in the coaching practice we handle your personal data. To inform you how we deal with your personal data, we have composed this privacy statement.

Contact information and responsible processor

The personal data will be handled by:

Marlies Zonderland-Thomassen, Cunera Coaching, KvK number 68427085

*Cuneralaan 15, 3911 AA Rhenen, The Netherlands, 06-83565652,
info@cuneracoaching.nl*

Obtaining personal data

When you make use of our services you will provide personal data in order for us to provide you our service. For example, this happens during a conversation, through the website, email, by phone, or other. It can also happen that we obtain your personal data through a third party within the scope of the coaching programme.

Personal data

Cunera Coaching handles the following categories of personal data:

- Name & address data
- Contact data such as email address and phone numbers
- Birth date and place
- Sex
- Work experience
- Competencies and areas of interest
- Coaching session reports
- Contents of communication
- IP-address

Purposes

Cunera Coaching processes these personal data for a variety of purposes such as:

- Maintenance of contact;
- Offering an individual tailor-made personal coaching programme;
- High quality and efficient service;
- Client administration;
- Execution of administrative tasks such as planning;
- Service improvement;

- Reporting and analysing in respect of accountability to clients and service improvement;
- Billing;
- Collecting money and taking debts collection measurements;
- Marketing;
- Meeting law obligations;
- Handling disagreements.

The foundation of processing personal data

Your personal data are processed in order for us to execute the coach agreement with you with regards to the individual coaching programme. Also, your personal data can be processed to meet an obligation of the law, such as taxation/revenue enhancement obligations.

In addition, we process personal data for the justified advantages as outlined below:

- Service improvement;
- Financial stakes protection;
- System security and management.

If personal data are processed according to agreement, it will be asked separately.

Delivery to a third party

In view of our services, it could be your personal data are provided to a third party. For the purposes as outlined above, it could be we make use of services of a third party, such as IT-providers, or other third parties that are deployed during the coaching programme. These third parties are obliged also to process your personal data solely by means of the purposes as outlined above. Your personal data may also be provided in view of meeting law obligations or a juridical order. We won't provide your personal data for commercial or charitable purposes.

Transfer of your personal data outside the EEA

The European Economic Area (EEA) consists of the EU countries, as well as Liechtenstein, Norway and Iceland. It could happen your personal data is stored outside the EEA when Google Analytics, LinkedIn or Facebook is used in contact with you. These parties are "EU-US Privacy Shield" certified, in order to follow the European privacy policy.

How long we will keep your personal data

Your personal data won't be kept longer than necessary for the purposes as outlined in this privacy statement. This means your personal data are kept as long as needed to meet the concerning goals.

Certain data must be kept longer, as we are obliged to follow the legal preservation obligations, such as the fiscal preservation obligation.

How we protect your personal data

We find it highly important to protect your personal data against theft and incompetent access. Therefore, we have taken appropriate security measurements to protect your personal data.

Cookies

On our website only functional cookies are used to improve our online services. Through cookies the IP address as well as system information of your device will be processed.

Your rights

You have the right to request access to your personal data. Within one month after the request you will receive an overview of your personal data. If errors appear, you can request us to adjust, remove, or screen these. Also, you can request us to transfer your personal data or object against processing your personal data because of personal circumstances.

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

Marlies Zonderland-Thomassen

*Cuneralaan 15, 3911 AA Rhenen, The Netherlands, 31 (0) 6-83565652,
info@cuneracoaching.nl*

If you have a complaint about how your personal data are processed, let us by all means know. In the rare case of a disagreement about how your personal data are processed, you have the right to put in a complaint to the privacy caretaker; the Personal Data Authority: [contact opnemen met de Autoriteit Persoonsgegevens](#).

Changes privacy statement

This privacy statement can be adjusted by us. New versions will always be published on our website. We advise you to view this privacy statement on a regular basis, so you will stay informed about changes.

This privacy statement was adjusted on **21st May 2018**.