



De Zaak Hermelink

Privacy Statement of De Zaak Hermelink

De Zaak Hermelink ('DZH') considers it essential to protect the privacy of its customers and business associates.

Here you can read how we deal with your private and confidential data. If you entrust an assignment to us, you want to be confident that third parties will not have access to that data.

We request only the data we need to handle your assignment.

You can read below which data are involved and why we need them. Among other things, you can also read how long we retain your data and what rights you have in relation to them.

This privacy statement was last amended on 21 October 2023.

1. For what purposes do we process your data?

DZH provides services in the areas of staff welfare, mediation; budget and other coaching; training; consulting; employment and business consultancy; case management; psychological support and treatment; and guidance and support to employees in general. The main purpose of processing your personal data is to perform these services.

DZH considers it essential that your personal data are handled properly and carefully. Not only because the General Data Processing Regulation (GDPR) requires it, but also because confidentiality and secrecy are essential in the services that DZH provides.

We need your data to perform our work. Mediators, staff welfare officers, coaches, psychologists, case managers and employment & business experts constantly deal with privacy-sensitive and confidential information; this is a core part of their work.

The mediators working for you through DZH are certified and work according to the guidelines of the Dutch Federation of Mediators (MfN).

The data you provide to DZH are used only to provide services for you. Your data and information will be shared with others involved in your case only with your consent.

2. Where does the information come from?

You provide most of the information yourself. If you contact us by email or telephone, we process the data you provide. This includes the contact information you provide to us (e.g., name, email address, phone number) and the reason you are contacting us.

Client file

DZH uses the personal data you provide as part of an application for support to address your request for help. Because sensitive and/or special personal data may be processed during this process, we ask for your consent to process your personal data.

You give consent through an agreement to the person handling your case or directly by email.

If you do not give this consent, your use of DZH's services may be limited.

This could affect the quality and duration of the support process because we cannot reach you or make follow-up appointments. You have the right to withdraw your consent at any time. DZH may then no longer process any of your data; DZH can no longer perform services for you from the time the consent is withdrawn and will immediately close your client file.

Sometimes another party involved in your case provides information about you, such as an employer providing a name and contact information so that we can contact you.

We process this information to perform the assignment. We assume that you have the same information about yourself that DZH does. This does not apply to internal documents not covered by the right of access, such as internal memoranda and telephone notes.

Invoicing

If you and/or your employer give us an assignment, we will also process the data needed to send invoices and process payments. For the services that DZH provides, we include your personal data only if we do not have the ability to do so anonymously, and always as limited as possible.

3. Special personal data

We may process special personal data only with your express consent. In most cases, this involves medical information, for example, if there is incapacity for work. These data are processed under the confidentiality of the mediator or confidential adviser. Medical information is always kept confidential.

4. Processing personal data of people other than customers

Data from third parties, such as other individuals involved in a case, are also processed in many cases. That person is usually actively involved and knows that DZH processes personal data. Data is sometimes processed without the person's knowledge. This could happen, for example, if names of colleagues are mentioned in a confidential matter. These data are sometimes not needed or are only needed later when someone becomes actively involved. Until then, such data are kept confidential.

In the vast majority of cases, an involved third party (such as another involved party or legal assistance provider) knows that DZH is processing their personal data. There is contact because of the handling of the case and the purpose of that processing is also known.

If someone is unaware that DZH is processing personal data about them, it is because it is not in the customer's interest to share that information. In that case, that information falls under the professional confidentiality of DZH's professionals.

5. Business operations

DZH works with electronic and physical files. Your personal data are processed through systems and software, and on paper. DZH keeps electronic records in a secure environment that third parties cannot access. Physical files are kept in a locked room. Only the person handling your case may view the contents of a file. Only your basic information is visible to several employees. The purpose of this, for example, is for our administrative office to create an invoice or make an appointment.

DZH agrees the same with third parties hired for the business operations as with its own employees.

6. Who has access to my data?

DZH employees (insofar as necessary to perform their duties) and third parties whom DZH hires for your case may have access to your data. All parties are bound to confidentiality under the rules of professional conduct and/or the GDPR.

7. Where are my data?

DZH and third parties hired by DZH keep records of when and to whom they provide which data. You can request this information from DZH at any time.

8. Data retention period

DZH retains your data for as long as we are working on your case, and for seven years after completion. This period is based on statutory obligations that ensure that DZH can account for how your case was handled and the costs incurred in the process. In some cases, your or DZH have an interest in keeping a limited amount of data for a longer period. Those data are then retained for as long as that interest exists.

9. Data security

DZH implements both physical (organisational) and digital (technical) measures to secure your data in order to prevent loss, destruction or damage and against unauthorised and unlawful processing of your data.

DZH will report loss, theft or misuse of personal data to you as soon as possible.

If the Dutch Data Protection Authority (*Autoriteit Persoonsgegevens*) initiate an investigation as a result of a security incident or data breach, DZH will cooperate fully.

10. Your privacy rights

The GDPR gives you the right to:

- (1) access your data;
- (2) rectify (alter or supplement) or delete your data;
- (3) limit processing.

In addition, you have the right to object to the processing and use of your data. You also have the right to data portability: the right to receive your data for personal use, reuse or transfer to another organisation.

If you wish to know which personal data DZH processes about you, you can request to access your data. If your data appear incorrect, incomplete or irrelevant, you can make an additional request to have the data altered or supplemented.

DZH cannot comply with every request for access. DZH's employees have a duty of confidentiality. This means that DZH does not provide information from records to third parties.

If you ask DZH to delete your data, we will consider the request in relation to statutory (retention) obligations and other interests. If you wish to know something about your data and its processing, or want to exercise any of your rights, you can contact DZH.

DZH will then contact you within five business days to discuss your request. A check of your identity is part of this process.

11. Questions, comments and complaints about handling of personal data

DZH considers careful and thorough processing of personal data important.

Questions, comments and complaints on this topic are a key source of improvement.

If you have any questions, comments or complaints, please send them to DZH (see our contact details).

You also have the right to file a complaint about improper data processing with the supervisory authority, the Dutch Data Protection Authority.

For contact information, see www.autoriteitpersoonsgegevens.nl.

12. DZH's contact details

Address: De Zaak Hermelink

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Administrative office phone no.: 085 888 0 886

Administration email: administratie@dezaakhermelink.nl

Email: karin@dezaakhermelink.nl

13. Privacy statement amendments

De Zaak Hermelink has the right to amend this privacy statement. We will publish the amendments on the website. DZH therefore recommends that you read this privacy statement regularly.