

Privacy statement for MfN registered mediator

Privacy Statement: 't Eiland Mediation & Vertrouwenspersonen

This is the privacy statement of 't Eiland Mediation & Vertrouwenspersonen, located at Straelseweg 234, 5914 AV in Venlo (hereinafter referred to as the "**mediator**" or "**we**"). This privacy statement applies to the processing of personal data of our clients, potential clients and other persons who visit our website or contact us.

This privacy statement explains how we handle personal data. If, after reading this privacy statement, you have any questions about how we handle personal data, if you wish to exercise your rights stated in this privacy statement under the General Data Protection Regulation ("GDPR") or other laws and regulations regarding personal data, or if you wish to file a complaint about the use of your personal data, you can contact us by telephone: 0031-(0) 620006334 or email: info@heteiland.eu

If you are not satisfied with how your complaint is handled or if you prefer not to submit your complaint to us, you can also submit it to the Dutch Data Protection Authority via the website www.autoriteitpersoonsgegevens.nl.

The mediator is responsible for the processing of your personal data and will exercise the utmost care in doing so and will, of course, comply with the rules arising from the GDPR.

The personal data we process

Mediation file

If you give an assignment to the mediator, the mediator will process personal data that you and the other party (or parties) in your case provide to the mediator. In any case, these are your contact details such as your name, address, email address and telephone number. Furthermore, it concerns personal data that is relevant to the file. Depending on the subject of the mediation, this may also involve sensitive and/or special categories of personal data.

Invoicing

If you give us an assignment, we also process data that is necessary for sending invoices and processing payments for the services provided by the mediator. In addition to your contact details, this includes your bank account number and any other payment details.

Contact

If you contact us through the contact form on the website, by email or telephone, we process the data you provide. This concerns the contact details you

provide to us (name, email address, telephone number) and the reason why you are contacting us (for example, because you have a question).

Cookies

Lastly, we process certain data from visitors via functional and limited analytical cookies. Functional cookies process data that is necessary for the website to function properly, such as your language preference or the retention of entered settings. Limited analytical cookies are used to process data, such as (part of) your IP address, the device type, browser type and the pages visited, to gain insight into the use of the website. This data is anonymised as much as possible and has no or only minor consequences for your privacy.

The purposes of and the basis on which we process personal data

Mediation file

The mediator uses the personal data you have provided in the context of a mediation assignment to handle the mediation file. Because sensitive and/or special categories of personal data may be processed during the mediation process (and this is not always clear in advance), we ask for your consent to process your personal data. You give this consent by signing the mediation agreement. If you do not give this consent, you will unfortunately not be able to use the mediator's services, because the mediator cannot perform the services without processing personal data that is relevant to the file.

You have the right to withdraw your consent. The mediator may then no longer process any data from you. The mediator can no longer provide services to you from the moment you withdraw your consent and will then have to close the mediation file immediately.

Invoicing

We use the payment information you provide to invoice for work. We process this information to perform the agreement we conclude with you.

Contact

We use the contact details you provide to us to contact you, if necessary, for example, to answer a question. We process this personal data because it is necessary for the pursuit of our legitimate interest, namely the interest of being able to carry out our work and obtain new assignments.

Cookies

Functional cookies are used because they are necessary for our website to function properly. The limited analytical cookies are placed because this is necessary to keep statistics about visits to the website, for example, to see which pages are viewed most often. We process the data based on our legitimate interest to ensure the proper functioning of the website and to improve it.

How long do we retain your personal data?

Mediation file

In principle, we retain the mediation file and the personal data contained therein for twenty years after the file has been closed. This term is consistent with the maximum limitation period for civil claims. In exceptional cases, we retain a file for longer than twenty years, for example, if the limitation period is interrupted or if the mediator believes there is another legitimate interest in retaining the file for a longer period.

Records

We retain our records, including invoices and other documents containing the personal data of parties, for a period of seven years after the end of the financial year in order to comply with the tax retention obligation.

Other contact details

We retain other contact details for one year after the last contact, unless you request us to delete them sooner.

Cookies

Data processed via functional cookies is retained for as long as necessary to provide the relevant functionality of the website. Data about website visitors is retained for two months after the visit to the website.

Who do we share your data with?¹

Your data will be stored in a digital file and may appear in emails sent or received by the mediator and will therefore be stored (and therefore processed) by our IT provider. Furthermore, the payment details you provided to the mediator for invoicing purposes will be passed on to the party that maintains the accounts on behalf of the mediator. The mediator has concluded a processing agreement with these parties, which regulates at least the same level of security and confidentiality as you would expect from us.

If you, or another party involved in a mediation, files a complaint against the mediator relating to the handling of a mediation file containing your personal data, your personal data may be disclosed to the Dutch Federation of Mediators Foundation (MfN) and/or to the Disciplinary Law Mediators Foundation (STM). Your data will be treated confidentially by both authorities.

We do not disclose your data to third parties, unless we are obliged to disclose certain data under applicable laws and regulations, for example, to the police in the context of an investigation.

How is your data secured?

We have taken appropriate technical and organisational security measures to protect your personal data against loss, misuse and unauthorised access by third parties. In addition, we also oblige our IT provider to take such appropriate technical and organisational security measures.

What are your rights?

You have the following rights:

- a. The right to access your personal data and receive a copy thereof;
- b. The right to rectify your personal data if it is inaccurate or incomplete;
- c. The right to object to the processing and/or - in certain cases - to ask for a restriction on the processing of your personal data;
- d. In certain cases: the right to have your personal data erased ('right to be forgotten');
- e. The right to obtain your personal data in a structured, commonly used and machine-readable format and to transmit that data to another party.

For more information about these rights and when you can exercise them, see Articles 15 to 20 of the General Data Protection Regulation.

You can exercise your rights by contacting us at the email address or telephone number stated at the beginning of this privacy statement.

Changes

The personal data we process, or the applicable regulations may sometimes change. In that case, we can adjust this privacy statement. In the event of significant changes, we will post a notice on the website and notify you of the change by email.