

Privacyverklaring Essentieplein

VERSIE: oktober 2019

General

We are aware of the trust you place in us. We see it as our responsibility to protect your Privacy. Using this Privacy Statement, we will let you know what information we collect when you use our website or services, why we collect it and how we can improve your client- & user experience.

This Privacy Statement applies to the services of (name company). You should be aware that Essentieplein is not responsible for the Privacy practices of other sites and resources.

To the Privacy Statement, Essentieplein respects the Privacy of all users of its site and services. Essentieplein ensures that the personal information you provide is treated confidentially.

Essentieplein, Kindsbelang, Kindbelang, Vrij mediation, Oog voor Ambacht, are subsidiaries of Essentieplein.

Consent

From the moment of the given assignment, the (candidate/costumer) client/principal automatically accepts/agrees with our general conditions and this Privacy Statement.

When visiting this website, you, as visitor, automatically accepts and agree to our general conditions and this Privacy Statement.

Using our services

When you sign up for any of our services, we ask you to provide personal and company related information. This data is used to perform the service(s). The data is stored on secure servers of Essentieplein or those of any third party. We will not combine this data with other data we have.

Information types and files

Essentieplein collects data related to the handling of healthcare, the Dutch Wkkgz, Wmo, Youth support, Pgb service also coaching trainee or ADR assignments, such as arbitration, binding advise (non-binding advise), conflict coaching, mediation, negotiation, any other ADR process including hybrid processes.

Essentieplein distinguishes two information types and files, which are:

- (1) client data intended for the (candidate) ADR client/ support file and
- (2) process/procedure data intended for the healthcare/coaching/trainee/ ADR process/procedure file.

Essentieplein holds these information types/files on secured servers.

ADR client file

Essentieplein holds an individual client file of each client.

This file contains:

- Details of the company or the location where the business activities are actually executed, including: location details (address, zip code, city, country, email, website, phone), company registration details, power of attorney, invoice information;
- Details of the natural person, including address, zip code, city, country, email, website, phone, birth details, marital status, power of attorney, invoice information.

Clients can view data in the client file themselves online

Clients can partly manage online their own profile files.

The client profile isn't public.

If the client or Essentieplein or both, end the assignment, Essentieplein keeps the profile file for an undefined period for a period of up to seven years in accordance with the general Dutch law, unless the client files a request for deletion.

Parenting dossier

Essentieplein holds an unique parenting dossier process/procedure file of all handled.

WMO Youth Help process/procedural dossier

Essentieplein keeps track of any (e) implemented support according to the WMO youth assistance PGB schemes a care dossier.

ADR process/procedure file

Essentieplein holds an unique ADR process/procedure file of all handled ADR assignments.

a file contains:

- All online/offline documents,

such as: start/opening & closing document, agreements, settlement documents, minutes, reports, notes, letters, fax messages, email messages, correspondence, invoices, all other case related documents;

- Details of assigning parties, principals, participating persons, companies, bodies & organizations, third parties as advisors, consultants, sollicitors, lawyers, notaries, accountants, other persons, companies, bodies & organizations if involved in the process/procedure,

- If company, body or organization: details of the entity
- If a natural person: details of the person such as:

including: location details (address, zip code, city, country, email, website, phone), company registration details, power of attorney, invoice information; Including: address, zip code, city,

country, email, website, phone, birth details, marital status, power of attorney, invoice information.

Applies to all dossiers within Essentieplein; A dossier is not public.

A process/procedure file is confidential. Authorized authorities and supervisors are allowed to perform audits.

A process/procedure is kept for an undefined period, even after ending the assignment, whatever the reason for the ending is.

After ending the assignment, the participating principals/clients can file a joined request to delete the process/procedure file. Essentieplein is allowed to deny this request, if objections exist, or if authorized authorities or national laws/regulations urge/force thereto. If Essentieplein denies the request, it is bound to motivate the rejection. In any case, if the request is granted, the principals/clients are bound to waive the liability/responsibility of Essentieplein in this regard.

Communication

When you communicate with us, regardless of the communication method, we may retain those communications. Sometimes we will ask for your personal information that is relevant to the particular situation. This makes it possible to process your request and respond to your requests. The data is stored on secure servers with Essentieplein or those of any third party. We will not combine this data with other data we have.

Cookies

We collect data for research in order to understand our customers better understand this so that we can tailor our services. This website uses "cookies" (little text file placed on your computer) to help the website analyse how users use the site. The information generated by the cookie about your use of the website can be transferred to secure servers of Essentieplein or those of any third party. We use this information to evaluate your use of the website, compiling reports on website activity and to offer relating to website activity and internet other services.

Appstore's

Apps are available for download from Appstore's: Google Play and Apple's App Store. Essentieplein has no influence on the personal data that the providers of these Appstore's process and for which. We recommend that you read the relevant privacy statement from the AppStore provider with which you downloaded the app.

Usage

We do not collect or use information for usages other than those described in this Privacy Statement unless we have obtained your consent.

Internal usage

Essentieplein use information for internal purposes. All employees are required to respect the confidentiality of your information and data.

Audit and research related usage

Authorized authorities, supervisors, Essentieplein or other organizations authorized by the herefore mentioned organizations, are allowed to use data and information for audit and

research purposes. Scientific research is included in this regard.

Sales to third parties

Essentieplein will not sell information and data to third parties, unless specific consent is given by the affected clients.

Usage by third parties

The information will not be used by third parties, unless specific consent is given by the affected clients.

Changes

This Privacy Statement is tailored to the use and capabilities of this site and our services. Any adjustments and / or changes to this site or our services, may lead to changes in this Privacy Statement. It is therefore advisable to consult our disclaimer, general conditions and this Privacy Statement during every visit or when using our services. By visiting our website or when using our services, it is assumed you followed this instruction and noticed. This is legally binding. We reserve all rights.

Choices for personal information

We offer all clients the opportunity to view, change, or delete any personal information that is currently provided to us.

Edit / unsubscribe newsletter service

At the bottom of every mailing you will find an (un)subscribe button or instruction.

Edit / unsubscribe communication

If you want to modify your information or want to get yourself out of our files, please contact us. See contact information below.

Turn off cookies

Most browsers are initially set to accept cookies, but you can reset your browser to refuse all cookies or to indicate when a cookie is being sent. However, it is possible that some features and services on our and other websites may not function or properly be disabled in your browser when cookies are not accepted or allowed. We reserve all rights.

Final clauses

This Privacy Statement shall be governed by the Netherlands law only.

Integral exception only: if one or more clauses of the Privacy Statement do not qualify, all other clauses remain valid/qualified.

If there is a suspicion of possible breach of privacy or a possible form of data breach, action will be taken immediately, including at all times a notification to the authorities under which the Data protection Authority, And the affected ones will be informed.

Should a dispute occur because this Privacy Statement does not or does not adequately cover a situation, Essentieplein is authorized to alter this Privacy Statement and to take all necessary action.

If the Essentieplein does not settle the dispute, the dispute will be subject to mediation. If

mediation is not successful, the dispute will be brought before a Dutch court.

In cases where more than one language is in use, Dutch will be the language of choice.

Questions and feedback

We regularly check whether we meet this Privacy Statement.

If you have any questions about this Privacy Statement, contact us.

You can contact us by using the contact form on this website, call us at +31 (0)6 44895078 or send a letter to Essentieplein, for the attention of the Privacy Officer Mr. M.J.A. Helmink, postbus 3220, 3760 DE Soest.