



DYNAMISCH BUREAU

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Privacy Statement

November 2023

This statement supersedes all previous versions.

General Terms and Conditions of Dynamisch Bureau bv, established at Zuid-Hollandlaan 7, 2596 AL in The Hague and registered with the Chamber of Commerce under number 27281205. Dynamisch Bureau bv is active in the field of talent management, (career) coaching, outplacement, reintegration, supported - if desired - with neurotraining.

1. Purpose of the Privacy Statement

In order to be able to provide our services, Dynamisch Bureau bv will request you to provide personal data or you will share personal data with us on your own initiative. This can be done, for example, during a conversation, via our website, via email, by telephone or in any other way. It is also possible that we obtain personal data via third parties in the context of a coaching process.

This Privacy Statement summarises when and how we collect, use, secure and possibly disclose your personal data or the personal data of a data subject (for example an employee in the context of a coaching process, hereinafter referred to as 'the User') in connection with the provision of our services.

Dynamisch Bureau bv is based in the Netherlands. Our business activities take place in the European Economic Area (EEA) and, unless otherwise indicated, we store our data and that of our users on servers in EEA.

2. General

Dynamisch Bureau bv reserves the right to change the provisions of this privacy statement. If we make changes to the privacy statement, we will inform you accordingly.

3. Definitions

Service(s): the service(s) that Dynamisch Bureau bv offers, including coaching, user interface(s) and possibly neurotraining.

Neurotraining platform: a digital platform consisting of individual measuring devices, an app for users and a web portal

User: the person to whom Dynamisch Bureau bv provides the Services.

Third parties: any natural or legal person, other than the User.

(User) account: the right to access a user interface for, for example, the Platform neurotraining, TMA, Jobport, etc.

Consent Statement: a digital form in which the User grants permission to manage, share and agree to the data on the terms and conditions and this Privacy Statement.

Personal data: all information about an identified or identifiable person.

4. Why do we collect personal data?

Personal data may be collected in a number of ways when you use the Services. In the overview below you will find the data that Dynamisch Bureau bv can collect and how long we keep it. At your request, we can delete data earlier if this has no tax or legal consequences.

If you do not provide personal data to Dynamisch Bureau bv or object in any other way to the use of personal data by Dynamisch Bureau bv, this may cause you to be hindered in the use of the Services. The consequences of not providing or objecting to the processing of personal data are indicated below for each processing basis.

Processing on the basis of a legal obligation:

The personal data listed in this section is required to comply with our legal obligations. Your access to the Services may be blocked or restricted and we may even terminate the agreement in accordance with our terms and conditions.

Processing necessary for the performance of the agreement:

The personal data stated in this section is required for the proper functioning or performance of the Service(s). You may be restricted from using the Service(s) and a Service may not function properly. Your access to the Service(s) may be blocked or restricted and we may even terminate the agreement.

Processing necessary for the legitimate interests:

The personal data mentioned in this section is required to meet the legitimate interests of Dynamisch Bureau bv and to prevent misuse of the Service(s) and security incidents. Your access to the Service(s) may be blocked or restricted and we may even terminate the agreement according to our general terms and conditions.

Processing operations for which your explicit consent is required:

The personal data stated in this section is required for the proper functioning or performance of the Service(s). However, since this is personal data, your explicit consent is required for the processing of this personal data. Before reading in the personal data, the user agrees to the conditions for using the application for neurotraining. Without giving your consent, you will be hindered in the use of the Service.



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5. Sharing your personal data

Unless otherwise stated in this privacy statement, we do not share personal data for commercial or charitable purposes. Personal data may be stored by third parties outside the EU when using Google Analytics, LinkedIn or Facebook in the contact between you and Dynamisch Bureau bv.

Sharing with processors

Dynamisch Bureau bv may engage third parties, such as coaches and hosting providers, to assist us in providing the Services. Those third parties may, in the context of their role in providing the Service, process your personal data. In this regard, such a third party is hereinafter referred to as "Processor". We enter into processor agreements with these Processors.

Dynamisch Bureau bv uses the following types of Processors:

- Providers of analytical software for marketing purposes (including cookie analysis) in order to optimise the experience of the Service and to be able to offer personalised information;
- Cloud service providers, hosting provider(s) and email services;
- Providers of neurotraining services;
- Providers of services for managing customer and user information;
- Instant messaging providers (chat services, SMS and text messaging);
- Help Desk Ticket Handling Providers;
- Third parties for the performance of the services;

In some cases, the Processor may collect your personal data on our behalf. We inform Processors that they may not use personal data they obtain from us, except for the purpose of providing the Services. We are, of course, not responsible for any additional information that you yourself provide directly to Processors. In such cases, you must inform yourself about the Processor and its organisation before disclosing personal data to such Processors.

Share with your consent

Dynamisch Bureau bv may share personal data with third parties if you give us explicit permission to do so. If you sign up for these third-party services, we may share the personal information you provide to do so, such as name or other contact information we reasonably deem necessary, with these third parties so that our partner can provide the services or contact you.

For example, we may share your profile in the Mediation section for the purpose of finding (work) experience. At that time, we ask for your consent to share the information you have entered within the Dynamisch Bureau team, via the newsletter, via social media of our employees or share in any other way, with the aim of bringing your profile and other profiles of candidates to the attention for the purpose of finding work (experience).

This data will also be (or can be) found via internet search engines. You can then be approached directly by third parties for possible options.

Our legal responsibility

We may share personal data if we are confident that it is permitted by law or if we are required to do so by law. We may also share personal data with third parties if reasonably necessary or appropriate to comply with the law, if necessary to comply with legal requests from authorities, to respond to any claims or to protect the rights, property or safety of us, our users, our employees or the public and to protect, without limitation, ourselves or our users from fraudulent, abusive, inappropriate or unlawful use of the Service(s). We will promptly notify you of requests we receive from an executive, administrative or other government agency that relate to your personal information, unless prohibited by applicable law.

Anonymised information

Please note that nothing in this article restricts the sharing of anonymized data. It may also be shared with third parties without your consent.

6. Protection of personal data

Dynamisch Bureau bv provides appropriate technical and organisational security measures for the processing of personal data. We follow generally accepted standards to protect personal data (ISO 27001 and 27002, NEN 7510), both during its transmission and once we have received the personal data.

- Access to our servers and infrastructure is only possible through a specific combination of keys.
- Access to our database is only possible through a combination of keys and personal accounts that are protected with a username and password. Only persons who need access to the database for their task will be given such an account.
- We have a password policy in place to ensure strong passwords.
- There is a firewall that is automatically configured and updated.
- We use Transport Layer Security (TLS) technology to encrypt data traffic and identify the servers involved.
- All information that users enter is checked to ensure that no harmful data is uploaded.
- Security updates occur on a monthly basis.
- Cookies do not contain full authentication information such as passwords.



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You should note that our Processors are responsible for processing, managing or storing (part of) the personal data we receive. Processors are not authorized to use this data for any purpose other than contributing to the Service(s). These Processors are contractually obligated, through a processor agreement they have with us, to secure the personal data they receive from us.

Despite all measures, there is no method of transmission over the Internet or a method of electronic storage that is always 100% secure. 100% Safety can never be guaranteed.

7. Links to third party sites

Our Service(s) and/or the Website may contain links to other websites, as well as advertisements from third parties. Third-party websites may keep track of information about you. We have no control over such sites or their activities. Any personal data you provide on the pages of third parties will be provided directly to that third party and will be subject to that third party's privacy policy. We are not responsible for the content, privacy and security practices and policies of websites to which we link. Links from our website to third parties or to other sites are only made available for your benefit. We encourage you to review their privacy and security practices and policies before providing any personal information to them.

8. What choices do you have regarding the use of your personal data?

Before we share personal information with third parties in ways not covered by this privacy statement, including use for direct marketing purposes, you will be notified and asked to consent at the time such information is collected.

9. Your rights

- You can check, update, correct or delete your personal data collected by the website and (in the performance of) the Service(s) by emailing us at the email address mentioned under "Contact".
- Please note that the deletion of personal data may lead to the termination of the right to use the Service(s).
- We reserve the right to retain your personal data in our files if we believe it is necessary or recommended to provide the Service(s) to others, resolve disputes, enforce the applicable terms of use, for technical and/or legal requirements and/or if the Service so requires.
- To access your own personal information by e-mail, you must provide sufficient proof of your identity as we request. We reserve the right to deny access to any user if we believe there are questions about your identity. We will respond to all access requests within 4 weeks. For complex requests, the deadline may be extended for an additional 4 weeks. If we extend the deadline, we will notify you within 4 weeks of submitting the request.
- You can request us to restrict or stop the processing of your personal data in the future. We comply with your request, but you may be prevented from using the Service(s) and you may no longer be able or allowed to use the Service(s), as stated in Article 4 of this privacy statement.
- You can request us to transfer the personal data we process about you at reasonable intervals, as long as the requested information does not contain personal data of other natural persons and as long as the requested information has been processed on the basis of your consent or that processing is necessary for the performance of the Service(s). We will comply with your request within 4 weeks of receipt of the request.
- You have the right to file a complaint with the competent privacy authority related to our processing of personal data. For the Netherlands, this authority is the Dutch Data Protection Authority, which you can reach via www.autoriteitpersoonsgegevens.nl

10. Contact

The data protection officer is Maaïke Pronk. If you have questions, problems or comments about this privacy statement, you can contact us by email at maaike@dynamischbureau.nl



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Overview of processing operations for the performance of the Services

When leaving your details on our site, we ask for:

- Name
- Email address
- Telephone number
- Postal code
- Place of residence
- Your request

We keep this data for a maximum of 12 months.

From the first moment of contact with Dynamisch Bureau bv for the (possible) start of the Service(s), we may request:

- Name and address
- Contact information, such as email address and phone numbers
- Date of birth
- Gender
- Citizen service number, in the case of programs via UWV
- Work experience
- Competencies and areas of interest
- Interview reports
- Content of communication
- If applicable Occupational expert reporting (for track 2)
- CV and objective
- Analyses and tests
- EEG measurement, if neurotraining is used
- Complaints (lists), if neurotraining is used

We will keep this data for a maximum of 7 years.