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## DAGNALL TALEN - PRIVACY STATEMENT

### 1. General

Dagnall Talen attaches great importance to the careful and safe handling of privacy-sensitive information. We respect your privacy and only process your personal data for the purposes for which you have provided such information and in accordance with the General Data Protection Regulation. To expedite this, Dagnall Talen has compiled this privacy statement. Dagnall Talen treats your personal information with the utmost care and always with an emphasis on security. With this privacy statement, we hope to provide you with an insight into how we deal with your personal data in various situations, and always in accordance with the General Data Protection Regulation (GDPR).

### 2. Dagnall Talen's work process

Dagnall Talen is granted, according to the terms of the GDPR, the supervision and control over the processing of personal data and can determine the purpose and method of this processing. Prior to a client commissioning a language course, Dagnall Talen will only process personal data necessary for the production of a quotation. Other companies are also commissioned to provide services for Dagnall - who remain responsible, in these situations, for the processing of your personal data - and Dagnall Talen makes contractual agreements with these companies (with reference, for example, to strict confidentiality, security, etc.) regarding the handling of your personal data, thus guaranteeing your privacy. Dagnall Talen also ensures that it takes the appropriate technical measures to adequately secure personal data and, in addition, to keep such data up to date.

### 3. Technical information

If you visit our website, be assured that information regarding (the devices of) our visitors is not collected. This includes information about the device through which the website is visited, the IP address of such a device, the IP address of your Internet Service Provider, the operating system you use and the date and time of your visit. Dagnall Talen does not use cookies.

### 4. When will we collect your personal data?

We may store and process your data in the following situations:

- If Dagnall Talen has received your permission for the processing of your personal data, and when you use services offered by Dagnall Talen.
- If Dagnall Talen is obliged to comply with a legal obligation for which it is responsible.

### 5. Why do we collect your personal data?

Dagnall Talen uses your data for the following purposes:

- Maintaining contact,
- For contact during the duration of a service,
- Collecting receivables,
- Payment of fees,
- To enable the execution of contractual obligations / assignments.

### 6. What personal information do we collect from you and for what purposes?

Your personal data will be used to provide services offered in the best possible way.

#### **Client**

- Name, address, telephone number, email address, bank details.

#### *Purpose:*

- The entering into an agreement and the assignment itself,
- Maintaining contact,
- To be able to call or email you in order to carry out our services,
- Collecting receivables.

#### **The participant in a language training**

- Name and address details and other information provided.

#### *Purpose:*

- Carrying out the agreement / assignment,
- Maintaining contacts,
- Evaluations.

#### **Trainer, Interpreter and Translator**

- Name and address details, email address, telephone number, bank details,
  - Birth data, age, gender,
  - Copy of identity card,
  - Information regarding training, work experience, the teaching of staff trainers, training of interpreters and translators,
  - Other data that may be important in the context of language trainer, interpreter or translator assessment.
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*Purpose:*

- Payment of fees,
- Exchange of internal information,
- Communication regarding assignments,
- Evaluations.

### **7. Third parties**

Dagnall Talen does not release your information to third parties without your prior consent.

Dagnall Talen may pass on your personal data to processors (E.g. online platform operators, language trainers) who carry out assignments on behalf of Dagnall Talen, who will have taken the necessary measures to ensure that any personal data transmitted is adequately protected.

### **8. Your rights**

We appreciate and value the fact that you can easily exercise your rights with regard to the processing of your personal data. If you wish to make use of one of the rights mentioned below, please contact us, as detailed below.

#### ***Access, processing and/or changing data***

You may, at any time and via our contact information, request us, under the terms of this privacy statement, to provide information about your data that we have processed: for what purposes we have collected it and the retention period we apply. You can also contact us at any time to supplement, correct or delete your data. If you do not agree with the content of the data that we keep from you, you can submit a request to limit the processing of this data. Should we change your personal details, we will notify you by email. Dagnall Talen aims to handle every request within two working days.

#### ***The right to be forgotten***

Should you no longer wish to use our services, you can submit a request for the removal of all your personal data. You can delete all your data at any time via the contact information below.

You can also withdraw your consent to process data, if it has been granted, at any time. We will then discontinue the processing of any personal data for which you had granted permission. However, withdrawing your consent does not affect any processing that has already taken place.

### **9. Security**

Dagnall Talen takes every measure possible to protect your personal data against unauthorised use. We do this on the basis of technical, administrative and organisational measures. Only authorised persons have access to data. If and insofar as data is provided to third parties who provide services or carry out assignments on behalf of Dagnall Talen, it will have been agreed with them that they also provide optimum protection of personal data. Upon completion of services provided, processors are obliged to destroy any personal data supplied.

### **10. Storage period**

Dagnall Talen will not store your personal data for longer than is reasonably necessary for the performance of a contract agreed between the parties, unless:

- a. The Client grants permission for a longer storage period.
- b. Dagnall Talen is required by law to provide for a longer storage period.

### **11. Questions, comments, complaints regarding (a suspicion of) a data breach**

Should you have questions, comments or complaints about the protection of your personal data by Dagnall Talen, you can contact us by letter, telephone or email via the contact details below. You also have the right to file a complaint with the Dutch Data Protection Authority regarding the processing of your personal data. You can contact the Dutch Data Protection Authority in this regard.

### **12. Data breach**

If, in spite of all the care taken by Dagnall Talen, personal data accidentally lost or accessed in an unauthorised way (data breach), Dagnall Talen will inform the client of this as soon as possible and, in whatever situation, within the period agreed by the parties. Dagnall Talen will make every effort to mitigate damage caused as a result of the data breach and to rectify the damage as far as possible.

### **13. Amendments**

Dagnall Talen reserves the right to amend or change this privacy statement.

### **14. Other provisions**

Dutch law applies to the provisions of this privacy statement and any disputes arising therefrom.

### **15. Contact details**

Dagnall Talen  
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9304 AA Assen  
The Netherlands  
Tel. +31 (0)85 2737302  
info@dagnall.nl

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