

Privacy statement

Clouvance Consultancy, located in the Netherlands, is responsible for the processing of personal data as shown in this privacy statement.

Contact details

<https://www.clouvanceconsultancy.com>
+31 639113530

Personal data that we process

Clouvance Consultancy processes your personal data because you use our services and/or because you provide them to us yourself. Below you will find an overview of the personal data we process:

- First and last name
- Address details
- E-mail address

Special and/or sensitive personal data that we process

Our website and/or service does not intend to collect data about website visitors who are under 16 years of age. Unless they have permission from parents or guardians. However, we cannot check if a visitor is over 16. We therefore advise parents to be involved in the online activities of their children, in order to prevent data about children from being collected without parental consent. If you are convinced that we have collected personal data about a minor without this permission, please contact us via spijkers@clouvanceconsultancy.com, we will delete this information.

For what purpose and on what basis we process personal data

Clouvance Consultancy processes your personal data for the following purposes:

- Handling your payment
- Call or e-mail you if this is necessary to perform our services

Automated decision-making

Clouvance Consultancy takes responsibility for decisions based on automated processing on matters that can have (significant) consequences for people. These are decisions that are made by computer programs or systems, without a person (for example, an employee of Clouvance Consultancy) being involved. Clouvance Consultancy uses the following computer programs or systems: Microsoft Excel, Yuki accounting software and TransIP encrypted cloud storage (NL servers).

How long we keep personal data

Clouvance Consultancy does not store your personal data for longer than is strictly necessary to achieve the purposes for which your data is collected. We use the following retention periods for the following (categories) of personal data: a maximum of one year after the expiry of an information exchange, via website or email or other written form orally, or up to two years after the expiry of a (service) agreement.

Sharing personal data with third parties

Clouvance Consultancy does not sell your data to third parties and only provides it if this is necessary for the execution of our agreement with you or to comply with a legal obligation. With companies that process your data on our behalf, we enter into a processing agreement if required by law to ensure the same level of security and confidentiality of your data. Clouvance Consultancy remains responsible for these processing operations.

Cookies, or similar techniques, that we use

Clouvance Consultancy only uses technical and functional cookies. And analytical cookies that do not infringe on your privacy. A cookie is a small text file that is stored on your computer, tablet or smartphone on the first visit to this website. The cookies we use are necessary for the technical operation of the website and your ease of use. They ensure that the website works properly and remember your preferred settings, for example. It also allows us to optimize our website. You can opt out of cookies by setting your internet browser so that it no longer stores cookies. In addition, you can also delete all information previously stored via the settings of your browser.

Viewing, modifying or deleting data

You have the right to access, correct or delete your personal data. In addition, you have the right to withdraw your possible consent to the data processing or to object to the processing of your personal data by Clouvance Consultancy and you have the right to data portability. This means that you can submit a request to us to send the personal data that we have about you in a computer file to you or another organisation mentioned by you. You can send a request for access, correction, deletion, data transfer of your personal data or request for withdrawal of your consent or objection to the processing of your personal data to spijkers@clouvanceconsultancy.com. We will respond to your request as soon as possible, but within four weeks. Clouvance Consultancy would also like to point out that you have the possibility to file a complaint with the national supervisory authority, the Dutch Data Protection Authority. This can be done via the following link: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>

How we secure personal data

Clouvance Consultancy takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorised access, unwanted disclosure and unauthorised alteration. If you have the impression that your data is not properly secured or there are indications of misuse, please contact our customer service via spijkers@clouvanceconsultancy.com