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## PRIVACY STATEMENT

This is the privacy statement of Raad & Daad, Advies & Mediation B.V., based at (3062 ME) Rotterdam at the Lichtenauerlaan 122 (further herein: '**Raad & Daad**' or '**we**'). This privacy statement applies to the processing of personal data of our clients, potential clients and other persons visiting our website or being in contact with us.

In this privacy statement you will find information about the way in which we treat personal data. If after having read this privacy statement you still have questions about the way in which we deal with personal data, if you want to exercise your rights pursuant to the General Data Protection Regulation ('**GDPR**') set out in this privacy statement or other legislation and regulations about personal data, or if you want to lodge a complaint about the use of your personal data, you can contact us by phone: 085-0091850 or via e-mail: [contact@raad-daad.nl](mailto:contact@raad-daad.nl). If you are not satisfied with the way in which your complaint has been dealt with or if you prefer not to lodge your complaint with us, you can also lodge them with the Dutch Authority of Personal Data via the website [www.autoriteitpersoonsgegevens.nl](http://www.autoriteitpersoonsgegevens.nl).

Raad & Daad is responsible for processing your personal data and in doing so will do it with the greatest possible care and obviously comply with the rules arising from the GDPR.

### Which personal data do we process?

#### Mediation file

If you give instructions to Raad & Daad, Raad & Daad will process personal data which you and the other party in your case provide to the mediator. These are in any event your contact details such as your name, address, e-mail address and telephone number. Moreover, there are personal details which are relevant to the file. Depending on the subject of the mediation, this might also be sensitive and/or special personal data.

#### Invoicing

If you give us instructions, we also process data which are necessary for sending invoices and processing payments for the services which Raad & Daad performs. Apart from your contact details, this relates to your bank account and any other payment details.

#### Contact

If you contact us via the contact form on the website, via e-mail or by phone, we process the data you provide. This then relates to the contact details you give us (name, e-mail address, telephone number) and the reason why you contact us (for instance because you have a question).

#### Analysis of website visitors

Finally, we process analytical data about (the computers of) visitors to our website via cookies which are placed when you visit the website. Via these cookies (a part of) the IP address of the visitor will be stored.

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## **For which purposes and on what basis do we process personal data?**

### Mediation file

Raad & Daad uses the personal data which you have provided in connection with mediation instructions to handle the mediation file. Because it may be the case that sensitive and/or special personal data are processed during the mediation process (and this is not always clear in advance), we ask your consent to process your personal data. You give this consent by signing the mediation agreement. If you do not give this consent, unfortunately you cannot use the services of Raad & Daad because Raad & Daad cannot carry out the service without processing personal data which are relevant to the file.

You have the right to withdraw your consent. In that case Raad & Daad can no longer process any of your data. From the moment consent has been withdrawn Raad & Daad can no longer perform any services for you, and will then have to close the mediation file immediately.

### Invoicing

We use the payment details you have provided in order to invoice our activities. This processing is necessary in order to carry out the agreement which you have formed with us.

### Contact

We use the contact details you give us to contact you when necessary, for instance to answer a question. We process these personal data because it is necessary for representing our justified interest, namely the interest of being able to carry out our activities and to secure new assignments.

### Newsletter

Furthermore, we use your e-mail address to send you an occasional update about our services. If you have given us instructions there is a so-called 'existing client relationship' and we will be sending newsletters on the basis of our justified interest. If you have not used our services before but you have come into contact with us in another way (such as by completion of the contact form or sending an e-mail with a question), we will ask your consent to send newsletters to you and we will only do this if you have given your consent to this.

### Analysis of website visitors

The data we collect about visitors to the website are only used to collect statistics about the website visits (for instance to be able to see which pages are most frequently viewed). The data are stored in an anonymous form.

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## **How long do we store your personal data?**

### Mediation file

In principle we store the mediation file and the personal data included in it for twenty years after the file has been closed, in connection with the maximum period of limitation. In exceptional cases we store a file for more than twenty years, for instance if the period of limitation has been interrupted or if the mediator is of the opinion that there is another justified interest to store the file for a longer period.

### Administration

We retain our administration including the invoices and other records on which the personal data of the parties are stated, for a period of seven years after the close of the financial year in order to be able to comply with the fiscal retention obligation.

### Other contact details

We store other contact details for one year after the most recent contact, unless you submit a request to us to remove the data sooner.

### Analysis of website visitors

The details of website visitors are retained for two years after the visit to the website; these are the standard settings of Google Analytics.

## **Who do we share your data with?**

Your data are stored in a digital file and may appear in e-mails which Raad & Daad sends or receives, and are stored with them (and therefore processed) by our ICT provider. Moreover, the payment details which you gave to Raad & Daad for invoicing, are passed on to the party who keeps the financial accounts for Raad & Daad.

In family mediation, making a gross-net calculation, a needs and financial capacity calculation are an essential part of our services. For this we use the Split Online software.

If it is necessary to involve a lawyer in your file, we will forward your file to the law firm we work with. We will only forward your file after you have given us written permission to do so and you have instructed the lawyer in writing to take care of the procedural actions for you.

Raad & Daad has entered into a processor agreement with these parties in which at least the same level of security and confidentiality has been stipulated as you may expect from us.

If you or another party, who has been involved in a mediation, lodges a complaint against Raad & Daad which relates to the treatment of a mediation file which includes your personal data, your personal data can be provided to the Quality Foundation for Mediators (Stichting Kwaliteit Mediators) (SKM) and/or the foundation "Stichting Tuchtrechtspraak Mediation" (STM). Your data will be dealt with confidentially by both bodies.

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We will not provide your data to any further third parties , unless we are obliged to provide certain data pursuant to applicable legislation and regulations, for instance to the police in connection with preliminary investigation proceedings.

### **How are your data secured?**

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

### **What are your rights?**

You have the following rights:

- a. The right to inspect your personal data and to receive a copy of them.
- b. The right to rectification of your personal data if they are inaccurate or incomplete.
- c. The right to object to the processing and/or - in certain cases - the right to restrict the processing of your personal data.
- d. In certain cases: the right to have your personal data deleted ('right to be forgotten').
- e. The right to obtain your personal data in a structured, common and machine readable form and to transfer those data to another.

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

You can exercise your rights by contacting us via the e-mail address or telephone number stated at the beginning of the privacy statement.

### **Amendments**

Sometimes there might be a change in the personal data which we process or the applicable regulations. In that case we may adjust this privacy statement. In the event of major changes, we will place a notification on the website and inform you of the amendment via e-mail.

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