

Privacystatement Edufax B.V.

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On this page you will find the privacy statement of Edfax B.V. (“Edufax”). Edfax provides services to employers and (expat) families in the field of education for international relocation.

This privacy statement provides you information about the processing of data. This also includes the processing of data that we receive from visitors or the following websites: www.edufax.nl, www.edufaxonline.nl, www.edufax-consultancy.nl, www.edufax-cdd.nl, www.edufax-cursus-en-onderzoek.nl.

By using our website(s) or by contacting us, we receive certain information from you. Because we are committed to safeguarding your privacy and protecting your privacy, we have developed this privacy policy. With this privacy policy, we wish to inform you how we acquire, use, disclose, and process the information you provide when using our website.

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1. Who is responsible for processing your personal data?

If you use our services, we are the controller for processing your personal data under the General Data Protection Regulation (‘GDPR’). This means that we are able to determine the purposes for which and the means with which your personal data are processed. We consider it our responsibility to treat your data with the utmost care and confidentiality.

2. Which data are collected and for which purpose?

We receive certain information when you use our services or contact us. The personal information we collect includes, but is not limited to, your names, address, phone number, e-mail address, birth date, bank account details, as well as any other information you (actively) provide to us, for example by correspondence, by phone or by making an appointment. We collect all this information of you in order to:

- identify you and address you by your name;
- process and answer your queries;
- execute the agreement that we have with you;
- send you a newsletter and mailings, if you have unsubscribed for our newsletter;
- communicate with you in case of comments or feedback;

- send you the requested information, like a quotation;
- compile and analyze statistics about the use of our website(s);
- improve the functionality and user-friendliness of our website(s);
- save and handle potential job applications;
- meet legal obligations if applicable, such as collecting information that is necessary for tax return.

We may also combine the information we collect from you with information obtained from other sources, like our website(s). This helps us to improve the overall accuracy. If you use our website(s), your data will be processed automatically. This concerns the following information:

- Information about the browser that is used (type, version, screen resolution etc.);
- IP address;
- Language preferences;
- Data linked to the use of the website(s);
- Contact details that are given via the contact form.

The processing of your data must have a legal basis. In most cases, this will be the performance of an agreement, a legal obligation or our legitimate interests. We would like to offer you the best possible service and therefore it is necessary to process your data. This is the case, for example, when sending e-mails, when you visit our website and/or when we promote via our social media channels. We always take your privacy interests into account. If there is a legitimate interest, we will of course check whether we believe that your interests do not outweigh ours.

Special and/or sensitive personal data

We do not intend to collect data of our website visitors who are younger than 16 years of age, unless the parents or guardian granted permission for this data collection. However, we cannot check whether a website visitor is older than 16 years. For this reason, we encourage parents to be involved in the online activities of their children, in order to prevent the collection of data without parental consent. If you are convinced that we have collected personal information about a minor without this permission, please contact us using the contact details below. We will then make sure that this data will be deleted.

Cookies

We use small text files called cookies to provide website functionality. These cookies are saved on your computer and/or mobile device(s) when you visit our website and store information that allows us to improve the website's ease of use and user-friendliness. You can find more information about the cookies we use by consulting our Cookie Statement.

3. How are your data secured?

Your privacy is of paramount importance to us and we ensure that your data are treated confidentially and with the utmost care. We have therefore adopted appropriate technical and organisational security measures against the loss, theft or otherwise unlawful processing of these data. For example, we ensure that only the necessary persons have access to your data, that access to the data is restricted, and that our security measures are regularly checked. We also encrypt e-mails and other messages containing special personal data.

4. How long will your data be retained?

We will retain your personal information for the period necessary to fulfill the purposes outlined in this privacy policy and will not store this information for more than seven (7) years after the data is no longer necessary or those purposes, provided that no legal requirements exist to the contrary such as in the case of retention periods required by law.

For the retention period of data collected via cookies, please refer to the cookie statement.

5. With whom will your data be shared?

We may also disclose your information to third parties if we determine that such disclosure is legally required or reasonably necessary for the execution of the agreement. Relevant examples of such disclosure include submitting your personal data to a third party that is responsible for executing an agreement or using this data to accurately respond to questions or complaints. Your personal data will only be disclosed to individuals, agencies, or organizations outside of the European Union if the country in question has an appropriate level of data protection.

We may also forward your data to the following organisations that process these data on our behalf:

External ICT supplier(s):

We have made written arrangements with these organisations about the handling of your personal data and what they may and may not do with these data.

HubSpot

HubSpot is a marketing Automation System of HubSpot Inc., which is an American company. We use HubSpot for marketing purposes. We would like to inform you about the functioning of HubSpot in a transparent manner and as completely as possible. We use HubSpot for the following marketing purposes:

- Optimizing and improving our website or the findability of our website in search engines (Search Engine Optimization);
- Participating in those social media channels that you use and analyzing the results of our social media activities (Social Media Management);
- Optimizing the results of our landing pages;
- Analyzing the interactions you have with our organization, for example by visiting our website or accessing our email messages (Lead Scoring and Workflows);
- To inform you by e-mail, telephone or personally about products and services that may be of interest to you;
- Calculating our turnover back to our marketing campaigns (Closed Loop Analytics);
- Optimizing and improving the content on our website (Content Management);
- Sending newsletters and automated updates (E-mail marketing). If you subscribe to our newsletter, we can also analyze your visits via HubSpot by means of additional information, such as your name and email address, and provide you with targeted information about your favorite topics.

The (personal) data collected by us via HubSpot will only be used to deliver and optimize our marketing activities. HubSpot processes personal data on two different ways:

1. You are an anonymous visitor. In this case, we do not see which pages you visit. We can, however, analyze how often a page is viewed on our website. In this way we can pay attention to the most important parts of our website. Information we collect is your IP address and IP location.
2. You are a registered visitor. This may be the case if you have provided us with your data, for example by subscribing to the newsletter. In this case, we automatically create and maintain a personal profile, which allows us to analyze which pages you visit, which newsletters you have opened and what you have clicked on.

6. What rights do you have regarding data processing?

We would like to inform you of your rights concerning the collection and use of your data. Under European law, individuals have the right to:

- **Access their personal data**
Individuals have the right to access the personal data we collect and may obtain a copy of this data by contacting us.
- **Rectification**
Individuals have the right to have personal data rectified if it is incomplete and/or erroneous and can make a request for rectification by contacting us.
- **Erasure**
In some circumstances, you have the right to the erasure of your personal data. Those circumstances include:
 - The personal data are no longer necessary in relation to the purposes for which they were collected and/or processed;
 - You withdraw the (explicit) consent you previously provided to process the information;
 - You object to the processing of your personal data and have legitimate, compelling reasons which supersede our interests and reasons for processing your data;
 - You object to your personal data being processed for direct marketing purposes;
 - You are below the age of 16 and our website has collected your personal data;
 - We are obligated to delete your personal data after the time limits set by laws or other regulations;
 - There are (no longer) any legal grounds for processing your data.
- **Data minimisation**
Individuals reserve the right to minimize the processing of your personal data. If we are informed that we are using incorrect personal data, we will not use this data until it has been rectified. We will furthermore restrict processing data if the processing is either unlawful or no longer necessary, or you oppose the erasure of yours personal data and instead request the restriction of their use.
- **Data portability (= the transfer of data)**
You reserve the right to data portability, i.e. to receive the personal data concerning you that you have provided to us.
- **Object**
You have the right to object to direct marketing or because of your specific situation. Of course, you also have the right to object to the processing of your personal data by us, if your personal data is used for purposes other than necessary for the execution of an agreement or necessary for compliance with a legal obligation. If you object to the processing of your personal data that is necessary for the performance of our work, we consider it important to state that it is not possible to offer our services to you without your personal data.

If you would like to exercise any of these rights, please get in touch with us using the contact details provided below.

7. Who to contact?

You can contact us at any time if you have any questions about this privacy policy. Our details are:

Edufax B.V.
 Valkenswaardseweg 3a
 5595 CA Leende
 Telephone +31 (0) 402047470
 E-mail info@edufax.nl

We are also on the following social media channels:

Youtube	https://www.youtube.com/user/EdufaxNL
Twitter	https://twitter.com/edufaxnl?lang=nl
Facebook	https://www.facebook.com/EdufaxNL/
LinkedIn	https://www.linkedin.com/company/edufax

8. What to do if you have a complaint?

If you are unhappy with the way we collect, store, or process your personal data, please contact us. If the situation is not resolved to your satisfaction, you may file a complaint with the Dutch Data Protection Authority (DPA).

9. Updates to our Privacy Policy

We reserve the right to update and amend our privacy policy. Any changes made to this policy will be posted on our website.

This privacy policy is translated from Dutch. In case of a disagreement or a dispute relating to the interpretation of the English text, the Dutch text will be binding.