

Direct Dutch Institute privacy agreement

Direct Dutch Institute, located at the Laan van Nieuw Oost-Indië 275, 2593 BS Den Haag, is responsible for handling personal data as presented in this privacy agreement. If you have questions about our privacy agreement, please contact Zsuzsa Jonas: zsuzsa@directdutch.com or 070-365 46 77.

The personal data we process:

Direct Dutch Institute handles your personal data because you make use of our services and/or because you provide us with your personal data. This is a list of the data we process:

- First name and surname
- E-mail address
- Address
- Telephone number
- Gender
- Date of birth
- Place of birth
- Native language
- Company name
- Attendance during a course
- Information about granted certificates

Why we process personal data

Direct Dutch Institute processes your personal data with the following objectives:

- To place you in a course
- To make your invoice
- Sending you our newsletter (in case you gave your separate consent for this)
- To be able to contact you, if required, to provide our services or to inform you about changes

- To provide you with our online e-book (Moodle)
- To make certificates

How long do we keep your personal data

Direct Dutch Institute will not hold on to your personal data longer than strictly necessary. Once you have completed a course, we will keep your personal data for a year, to make it easier for you to enrol in a subsequent course. After one year we will keep information regarding your attendance record and your certificate (if granted). We will keep your e-mail address to be able to contact you when necessary. All other personal data will be deleted. When you gave your consent to receive our newsletter, you will receive it until you click the 'unsubscribe' button.

Sharing personal data with third parties

Direct Dutch Institute will not share your personal data with other parties.

Cookies

Our website (<https://www.directdutch.com>) only uses functional and technical cookies. The analytical cookies we use don't impact your privacy. A cookie is a small text file that is stored on your computer, tablet or smartphone when you visit our website for the first time. The cookies we use are technically required and are there to make our website user friendly. They make sure our website runs properly and they remember your preferences. You can choose to turn off cookies and delete all the information that has been stored by adjusting the settings in your internet browser.

Deleting, changing or viewing your personal data

You have the right to look into, correct or (request to) delete your personal data. You also have the right to withdraw your permission for the processing of your personal data or to make an objection against the processing of your personal data by Direct Dutch Institute. At your request, we will send you a file with the personal data we possess. You can send a request to view, correct or delete your personal data, to recall your permission or object to the use of your data, or to receive a file with your personal data to info@directdutch.com. To make sure you are the one requesting your own data, we will ask for identification. We will try to respond as soon as possible, within four weeks.

How we secure personal data

Direct Dutch Institute holds the protection of your data in high regard and we are taking appropriate measures to prevent abuse, theft, loss, unauthorized access, undesired publication and illegitimate modification of your personal data. If you are under the impression that your data is not sufficiently secured, or if there are indications of abuse, please contact us through info@directdutch.com or 070 – 365 46 77. Direct Dutch Institute has taken the following measures to secure your data:

- Security software, such as a virus scan and a firewall.

- TLS (previously SSL), we direct your data through a secured internet connection. You can see this by looking at our address bar 'https' and the presence of a lock.

- DKIM, SPF and DMARC are three internet standards we use to prevent that you will receive emails under our name that contain viruses, are spam or are meant to obtain personal data