



**LIFE SUPPORT**  
COACHING

# PRIVACY STATEMENT

*AMENDED DECEMBER 2022*

Life Support Coaching, located in The Hague, is responsible for the processing of personal data as shown in this privacy statement.

## **LIFE SUPPORT COACHING**

E: [info@lifesupportcoaching.eu](mailto:info@lifesupportcoaching.eu)

I: [www.lifesupportcoaching.eu](http://www.lifesupportcoaching.eu)



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### PROCESS PERSONAL DATA

Life Support Coaching processes your personal data because you use our services and/or because you provide this information to us yourself.

Below you will find an overview of the personal data we process:

- First and last name
- Address details
- Phone number
- Email address
- Bank account number (if necessary)

### PROCESS SPECIAL AND/OR SENSITIVE PERSONAL DATA

The website and/or service does not intend to collect data about website visitors under the age of 16. Unless they have parental or guardian consent. However, we cannot check whether a visitor is older than 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 information about a minor without this permission, please contact us at [info@lifesupportcoaching.eu](mailto:info@lifesupportcoaching.eu) and we will delete this information.



## **PURPOSE OF PROCESSING PERSONAL DATA**

Life Support Coaching processes your personal data for the following purposes:

- Handling your payment
- To be able to call or e-mail you if this is necessary to carry out our services
- To inform you about changes to our services and products
- To deliver goods and services to you
- Due to legal obligation, such as information that we need for the tax return.

## **RETENTION PERIOD FOR PERSONAL DATA**

Life Support Coaching does not store your personal data longer than is strictly necessary to achieve the purposes for which your data is collected. We use a retention period of 2 years for the following personal data: personal details, address, contact details and bank account and possibly other information you provide to us. Data will be deleted after 2 years of inactivity (last work, delivery and/or payment). We use a retention period of 7 years for administrative data (invoices) for the tax authorities.

## **SHARING PERSONAL DATA WITH THIRD PARTIES**

Life Support Coaching never sells your data to third parties and will only provide it if this is necessary for the execution of our agreement with you or to comply with a legal obligation. We conclude a processing agreement with companies that process your data on our behalf to ensure the same level of security and confidentiality of your data. Life Support Coaching remains responsible for these processing operations.

Data shared with us by third parties at your request is your responsibility and is only processed by us for the purpose for which the data was originally collected.

## **COOKIES, OR SIMILAR TECHNIQUES**

Life Support Coaching only uses anonymized analytical cookies that do not infringe your privacy. We have taken the following measures for this:

- 1) Processing agreement concluded with Google
- 2) IP address anonymized in Google Analytics
- 3) Sharing data with Google turned off
- 4) Disable sharing data with Google for advertising purposes
- 5) Google Analytics data retention period set to 26 months

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 saved via the settings of your browser.



## **VIEW, MODIFY OR DELETE DATA**

You have the right to view, correct or delete your personal data. In addition, you have the right to withdraw your consent to the data processing or to object to the processing of your personal data by Life Support Coaching and you have the right to data portability. This means that you can submit a request to us to send the personal data we hold about you in a computer file to you or another organization 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 [info@lifesupportcoaching.eu](mailto:info@lifesupportcoaching.eu). To ensure that the request for inspection has been made by you, we ask you to enclose a copy of your proof of identity with the request. Make your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and citizen service number (BSN) black in this copy. This is to protect your privacy. We will respond to your request as quickly as possible, but within four weeks.

Life Support Coaching would also like to point out that you have the option of submitting a complaint to 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>

## **PERSONAL DATA SECURITY**

Life Support Coaching takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure and unauthorized changes.

If you feel that your data is not properly secured or there are indications of abuse, please contact [info@lifesupportcoaching.eu](mailto:info@lifesupportcoaching.eu)