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Privacy Policy: The Freedom Explorer

I take your privacy very seriously. That is why I process your personal data in full compliance with the General Data Protection Regulation. You can read about how I do this and what rights you have in this privacy statement.

1. Contact details

The Freedom Explorer

Oude Leedeweg 53

2641 NM Pijnacker

Chamber of Commerce number: 95251197

Contact person: Corijanne Slappendel

Email address: info@thefreedomexplorer.nl

2. When do I process which personal data?

Contact

When we are in contact with each other, I process your first name and surname, company name (if applicable), email address, and/or telephone number.
GDPR basis: legitimate interest

Retention period: indefinite, but never longer than necessary

Quotation

To prepare and send a quotation, I process your first name and surname, your company name (if applicable), your email address and telephone number. I ask for your telephone number so that I can contact you regarding the quotation.

GDPR basis: performance of the contract

Retention period: at least 7 years due to the legal obligation to retain financial records, but thereafter no longer than necessary

Appointments

If you wish to make a (video) call appointment with me, you must enter your first and last name, email address and, if applicable, telephone number in my appointment planner. I ask for your email address so that I can send you a confirmation of the appointment. I only need your telephone number if you would like the appointment to take place by telephone or via Signal or WhatsApp.

Legal basis under the GDPR: performance of the contract

Retention period: indefinite, but never longer than necessary

Intake form

For certain services, I use an intake form. On this form, I process your name, company name, email address and, optionally, your telephone number. This allows me to gather information about you so that I can provide you with the best possible service, ensures I know who the information relates to, and enables me to contact you.

Legal basis under the GDPR: performance of the contract

Retention period: indefinitely, but never longer than necessary

Services

You may, of your own accord, mention something about your religion or health when using my services. I do not ask for this myself. However, this is personal data that I then process automatically.

GDPR basis: consent

Retention period: indefinite, but never longer than necessary

Recording of group sessions

If a group session is included in a group programme, I will ask for your consent to record it, so that you and the other participants in the same group programme can watch the recording later. During such a group session, not only will your image and sound be recorded, but also any personal data you choose to share, such as information about your religion or health.

Legal basis under the GDPR: consent

Retention period: until the group programme has ended

Webinar

When I host a webinar, I process your name and email address so that I can send you the link to the webinar, and so that I know who is participating and can address you in the email. I may also record the webinar so that people can watch it if they are unable to attend, so that I can sell it as a product, or so that I can post it in the members' section of my website. However, a recording is always anonymised before I make it public.

GDPR basis: performance of the contract

Retention period: indefinite, but never longer than necessary

Membership

If you are a member of my membership scheme, you can log in to a section of my website that is accessible only to members. For this purpose, I process your login details, IP address, your activity (the time you log in, plus the date), your login attempts, and the log of email communication between us (when emails were sent and the reason for them). I process your IP address, activity, login attempts and the log for security reasons.

Legal basis under the GDPR: performance of the contract / legitimate interest

Retention period: indefinite, but never longer than necessary

Online shop

When you place an order or make a payment via my webshop/website/appointment scheduler, you must enter your first and last name, email address, and, where relevant, your address details. If you are a business, you must also enter your company name, Chamber of Commerce number and VAT number. By providing this information, you will also receive an invoice.

GDPR basis: performance of the contract; for the invoice, see "Invoicing / Financial administration".

Retention period: indefinite, but never longer than necessary; for the invoice, see "Invoicing / Financial administration".

Waiting list

I may operate a waiting list if I am unable to handle the number of clients within a certain timeframe. You can sign up for the waiting list using your full name (so that I

can address you correctly), and your email address or telephone number. I will notify you when I have availability to offer the service again.

GDPR basis: consent

Retention period: until I start offering the service (again) to new clients, or until I decide to stop offering it

Free products/services

When I offer a free product or service, I process your first name and email address. This allows me to email you the product or service and address you in the email.

GDPR basis: performance of the contract

Retention period: indefinite, but no longer than necessary

Invoicing / Financial administration

For the invoicing of assignments and for my financial administration, I will provide you with a customer number and invoice number, which I process together with your first and last name, company name (if applicable), address details (if applicable), bank details, Chamber of Commerce number (if applicable), VAT number (if applicable), and email address. I request this information from you, have created it myself, or have obtained it in part from the Chamber of Commerce.

GDPR basis: legal obligation

Retention period: at least 7 years due to the legal obligation to retain financial records, but no longer than necessary thereafter

Reviews

I may ask you to write a review that I can post on my website, social media or use for marketing purposes. I will then email you to ask if I may use your first and last name alongside the review. I already have your email address from our previous contact.

Legal basis under the GDPR: consent

Retention period: for as long as my website remains online, for as long as the social media post remains online, for as long as I use the review for marketing purposes, and/or until I no longer wish to use your review myself

Survey / customer satisfaction survey

As well as asking my customers for reviews, I may also ask you, as a customer, if you would like to take part in a survey or customer satisfaction survey. I will ask you for feedback and what changes you have experienced. In doing so, I will process personal data that you provide yourself, such as your beliefs or health. You can complete the survey or customer satisfaction survey anonymously. You may optionally provide your email address if you would like to be entered into a prize draw.

Legal basis under the GDPR: consent

Retention period: indefinitely, but in any case no longer than necessary and until the results of the survey or research have been processed in a broad sense

Newsletter

I would like to send you a newsletter. You can subscribe to this on my website, whether or not you are purchasing a free product or service. You can unsubscribe at any time. I only process your first name and email address.

Legal basis under the GDPR: consent

Retention period: for as long as you remain subscribed

Other email marketing

If you have purchased a (free) product or service, I will send you a few more commercial emails with your consent. For this purpose, I process your first name and email address, which I previously received from you when you requested or purchased the product or service.

GDPR basis: consent

Retention period: until you unsubscribe

Time tracking

I record my hours so that I can see how I spend my working hours and because this is useful for my (financial) administration. For this purpose, I only process your (company) name and the project name.

GDPR basis: legitimate interest

Retention period: indefinite, but in any case 7 years due to the legal obligation to maintain financial records

Client overview

I maintain a customer overview so that I know when appointments are scheduled, how to contact my customers, whether payments have been made, when I need to invoice, and so that I can grant customers access to the members' section of the website using their login details. In the list, I process the following personal data: customer number, name, company name (if applicable), address details, email address, telephone number, username for the preferred online booking system (if applicable), username for the members' section, VAT number (if applicable), and Chamber of Commerce number (if applicable).

GDPR basis: legitimate interest

Retention period: indefinite, but no longer than necessary

Job applications

If you apply to me as, for example, a self-employed person or freelancer, I will process your first and last name, your email address and the personal data contained in your CV.

GDPR basis: legitimate interest

Retention period: up to 4 weeks after the vacancy closes, unless you indicate each year that I may retain it for a further year

Sending a promotional gift

I may send you a promotional gift. For this purpose, I process your (company) name and, depending on the gift, your (email) address.

GDPR basis: legitimate interest

Retention period: indefinite, but no longer than necessary

Tagging on social media

I may tag you on social media. I do this, for example, because I have entered into a partnership with you or to share successes. For this purpose, I use your social media account name, which may consist of your first and last name.

GDPR basis: legitimate interest / consent

Retention period: for as long as the social media post is online

Complaints

If you submit a complaint to me, I will process your (company) name, customer number, your email address and/or (optional) telephone number, the complaint and its resolution. I do this to identify any patterns and to improve my services. After resolution, I will retain the nature of the complaint and its resolution in an anonymised form.

GDPR basis: legitimate interest

Retention period: indefinite, but no longer than necessary

Legitimate interest

For certain purposes, I process personal data on the basis of 'legitimate interest'. In doing so, the interest in processing your personal data is balanced against your interest (the right to privacy). I therefore do not process more data than is necessary to achieve the purpose, nor do I process it for longer than is necessary.

3. Recipients of your personal data

Your data will not be disclosed to third parties, unless this is necessary for business operations or is required by law. The third parties to whom I have (potentially) disclosed or may disclose your data are:

- Cloud86
- WordPress
- Google (Calendar, Gmail, Drive, Meet, Docs, Forms, etc.)
- Microsoft (Outlook, Office, Teams, OneDrive, etc.)
- Samsung
- Amelia
- Mollie
- PayPal
- E-accounting

- Website plugins: Amelia, Easy Digital Downloads, Enormail Sign Up Forms, Simple WordPress Membership, Loginizer, WPLP Cookie Consent, Polylang, Rank Math SEO
- MemBirds
- Hipsy
- Enormail
- Zoho Meeting
- Zoom
- Jitsi
- Brave Talk
- Mentimeter
- Social media
- Dropbox
- WeTransfer
- DHL
- PostNL
- Greetz
- WhatsApp (Business)
- Signal
- Vimeo
- YouTube
- Spotify
- Notion

I do not sell your data to third parties.

4. Transfer to third countries

I endeavour to process personal data within the European Economic Area (EEA) as much as possible. However, I may still use services from outside the EEA. I will only do so if there is an adequate level of protection for the processing of personal data.

5. Security of your personal data

I have taken appropriate technical and organisational measures to protect personal data against loss or any form of unlawful processing. Measures taken include, for example:

- the use of an SSL certificate;
- the use of login restrictions;
- the use of two-factor authentication where possible;
- encrypting personal data;
- the use of strong passwords;
- the use of a password manager;
- the use of anti-virus software.

6. Automated decision-making

Automated decision-making occurs when decisions are made automatically on the basis of processed personal data, without the intervention of a human being. I do not use automated decision-making.

7. Cookies

Cookies are small files placed on your device when you visit a website, such as on your laptop or phone. These cookies store information and are retrieved when you visit a website again. The cookies placed on my website are:

Functional cookies.
These are cookies that the website needs to function properly. These cookies do not affect your privacy and I do not need to ask for your consent for them.

8. Your rights

If your personal data is processed, you have a certain degree of control over this. Under the General Data Protection Regulation, you have the following rights:

Right of access, rectification and erasure
You have the right to know which of your personal data I process. Is certain data

incorrect ? Then you can request that I rectify it. I can also erase data at your request.

Right to restriction of processing
This is the right to (temporarily) stop the processing of your data. For example, it may be the case that the data I hold about you is incorrect. In that case, I may no longer use this data until I have the correct data. Furthermore, if the processing of the data is unlawful, I no longer need the data, or if you have objected to the processing of data, I must (temporarily) stop processing your data.

Right to object
If I process your data on the basis of a "legitimate interest" and you do not agree with this, you may object. If you object, I will no longer process the personal data, unless I can demonstrate compelling legitimate grounds for the processing that override your interests, rights and freedoms, or for the establishment, exercise or defence of legal claims. If you object to the processing for direct marketing purposes, I will no longer process this data.

Right to data portability
You have the right to receive your personal data from me in a structured, commonly used and machine-readable format and to transmit this data to another controller where you have given me consent to process your personal data and/or where the processing is carried out by automated means.

Right to withdraw consent
Where I have obtained your consent to process your personal data, you have the right to withdraw this consent at any time. This does not affect the lawfulness of the processing of personal data prior to your withdrawal of consent.

Right to lodge a complaint
Do you have a complaint about how I handle your personal data? If so, you have the right to lodge a complaint with the Dutch Data Protection Authority.

If you wish to exercise any of these rights, please email info@thefreedomexplorer.nl. If you wish to exercise your right to lodge a complaint, please contact the Dutch Data Protection Authority.

9. Changes

I may amend this privacy statement from time to time. Reasons for this may include, for example, changes within the company or new developments in legislation or regulations. The latest version will always be published online. If the changes apply to you, I will inform you accordingly. If you continue to use my services after the changes have been made, you agree to these changes.

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