



Privacy Statement

Processing of personal data

For adequate business operation and invoicing purposes it's necessary for me to collect a number of personal data when you purchase a product or service Luminessenz is offering. These can be the following data:

- your initials, first and last name
- street, house number, zip code and place of residence
- country of residence
- mobile phone number
- email address
- name of your company and department (when applicable for the invoice)
- bank details

Luminessenz processes your personal data for the following purposes:

- to contact you, in order to execute my services
- to inform you, including possible changes in my products and services
- to deliver (free) products and services to you
- to send you an offer
- to handle invoicing and payments
- to meet legal obligations, such as tax returns

The invoice you'll receive from me meets the requirements of the Belastingdienst (Dutch tax authority) and contains the following personal data: your name, address, place and country of residence. My administration, including these invoices, will be kept for 7 years, in accordance with Belastingdienst regulations.

On my website I have listed information about the way I work, as well as a link to my General Terms and Conditions.

By filling out the contact form on my website you don't automatically end up on my mailing list, unless you tick the box stating you want to receive Inspiration mail. When subscribing to my Inspiration mail through any of the separate forms, you always receive a confirmation email first which contains a link to complete the subscription process.

My website also contains various anonymous reviews of clients. I will always ask for your written permission first, before publishing such a review.

Coaching and counseling

When you sign up for coaching and/or counseling by Luminessenz it is necessary for me to keep a record, in order to provide adequate guidance. This is also a requirement by Dutch law (WGBO). Your personal record contains notes about:

- the initial situation
- what you want help with
- the most important themes/topics discussed in the sessions



- the executed assignments
- your progress

The data in this record may also be used for the following purposes:

- to inform other caretakers, upon completion or referral to a different professional for instance. However, this only happens if you so desire and with your explicit permission
- for anonymous use with an educational objective (intervision)

If I would want to make use of your data for a different reason, I will always inform you and ask for your explicit permission first. The data in your record will be kept for 15 years, in accordance with Dutch law (WGBO).

Confidentiality and third parties

I always do my best to ensure your privacy. This means that I handle your personal data carefully and make sure no unauthorized parties have access to your data. I treat all the information you have provided confidentially, and as a coach and counselor I'm bound by professional secrecy, unless prescribed otherwise by law.

Your personal data will never be sold to third parties and will not be shared with third parties either, except in the case of a legal obligation and/or activities that are strictly necessary for the operation of my business (such as those of my accountant). I have entered into separate agreements with these parties so as to (continue to) guarantee the confidentiality and safety of your data.

Security

I make sure my software is optimally secured, by regularly installing updates. In addition, I make use of a secure laptop, firewalls, virus scanners, spyware and malware detection programs. My own website has an SSL (security) certificate. Your data are never stored online (in the cloud).

Access, edit or removal

Finally, you have the right to access the personal data you have provided, and to have them edited or removed. In that case, please send an email to: info@luminessenz.nl. I will handle your request as soon as possible.

Luminessenz takes the protection of your data seriously and takes appropriate measures to avoid misuse, loss, unauthorized access/change and undesirable publication. If you feel like your data are not being kept safe after all or there are any indications of misuse, then contact me via info@luminessenz.nl.