

## Privacy policy

Language school Start Learning Dutch is a trading name of language services agency Bureau intoTaal, which is registered at the chamber of commerce West-Brabant under trade register number 20136363.

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Start Learning Dutch is committed to protecting and respecting your privacy.

This policy informs you of how any personal data we collect from you, or that you give to us, will be processed by us and aims to be compliant with European General Data Protection Regulations (in Dutch: AVG)

This policy applies to our website, enrollment process, and procedures.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat them.

Under the GDPR, there are six principles. Personal data must be processed following these principles so that the data are:

- Processed fairly, lawfully and transparently – and only if there is a valid ‘legal basis’ for doing so
- Processed only for specified, explicit and legitimate purposes
- Adequate, relevant and limited
- Accurate (and rectified if inaccurate)
- Not kept for longer than necessary
- Processed securely – to preserve the confidentiality, integrity, and availability of the personal data

We aim to follow those principles.

### Information we collect from you:

- Information that you provide by filling in our online enrollment form or contact form. This includes information provided at the time of subscribing to newsletters, requesting information, or enrolling in a course or lesson.
- Information you supply to us using email, written correspondence, or verbally.
- If you contact us, we may keep a record of that correspondence.
- We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.
- Details of your visits to our website including, but not limited to, traffic data, location data, operating system, browser usage, the resources that you access, and other communication data. We use Google Analytics to track visitors on our website and to get reports about how visitors use the website. We accepted the data processing agreement from Google. We do allow Google to use information obtained by Analytics for other Google services, and we don't anonymize the IP-addresses.

**We collect personal data to:**

- Process enrollment.  
By completing our registration form you provide us with the following data: first and last name, e-mail address, nationality, and phone number.
- Communicate with the student about:
  - enrollment
  - payment
  - the course or lesson(s) you have signed up for
  - special offers regarding courses and lessons you may like. You can object at all times against promotional communication provided by us. Every e-mail contains an option to unsubscribe to personalized advertisements. On social media, you can block us or use the cancellation option.
- Have an overview of the linguistic background of students before, and during a group course or individual lesson. After enrollment, we collect linguistic background information from the student by e-mail. This information is optionally submitted.

**Storage period of the student's personal data**

We will not hold your personal data longer than strictly necessary. After having completed a course, your data will be kept for two years. Certain types of personal data will be retained for a longer period with regard to the mandatory legal and tax retention periods. All other personal data will be deleted.

**Providing Data to Third Parties**

Except for the parties mentioned above, we will not share the students' personal data with any other parties, unless we are explicitly required to do so by law.

**Security**

We take security measures to reduce the misuse of any unauthorized access to personal data, and we keep our security measures up to date. Where we have given you (or where you have chosen) a password for access to certain parts of our website, or to a zoom meeting, you are responsible for keeping this password confidential. We ask you not to share a password with anyone. Unfortunately, the transmission of information via the internet is not completely secure. Although we do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site. Any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorized access and keep your information secure.

**Changes to this privacy policy**

We reserve the right to modify this policy. We recommend that you consult this policy regularly so that you remain informed of any changes.

**Inspection and modification of your personal data**

You can always contact us if you have any questions regarding our privacy policy or wish to review, modify, or delete your personal data.

**Complaints**

If you're unhappy with how we've handled your personal data you can refer your concerns to the Autoriteit Persoonsgegevens, the body that regulates the handling of personal information in the Netherlands.