



Privacy Statement Present 24

Present24

Present24 is committed to safeguard your personal data with utmost security.

This privacy statement applies to the processing of personal data of our clients, potential clients and other individuals who visit our website or have contact with us.

This privacy statement outlines how we handle personal data. If you have further queries after reviewing this statement, wish to exercise your rights under the General Data Protection Regulation ("GDPR") or other relevant data protection laws mentioned herein, or desire to file a complaint regarding the usage of your personal data, please contact us via phone at 085-016 3040 or by email at interventies@present24.nl. Should you remain dissatisfied with how your complaint is addressed or prefer an alternative, you can also approach the Dutch Personal Data Authority (Autoriteit Persoonsgegevens) via their website autoriteitpersoonsgegevens.nl.

Present24, established at Louis Braillelaan 80 in (2719 EK) Zoetermeer, is responsible for processing personal data as outlined in this privacy statement.

What personal data do we process?

Mediation file

When initiating mediation, we process personal data provided by you and other involved parties, including your contact details such as your name, address, email address and telephone number. Furthermore, these are personal data relevant to the case, which might also comprise sensitive or special personal data, depending on the subject of the mediation.

Invoicing

Upon providing us with an assignment, we process information necessary for invoicing and payment processing for the services provided by the mediator, such as your contact details along with bank account and payment information.

Contact

Should you contact us via the contact form on the website, by email or by phone, we process the data you provide, including your contact details (name, email address, phone number) and the purpose of your communication (e.g. queries).

Analysis of website visitors

Finally, we process analytical data about (the computer of) visitors to our website, via cookies that are placed when you visit the website. These cookies store (part of) the visitor's IP address.

For what purposes and on what basis do we process personal data?

Mediation file

Present24 uses the personal data you have provided in the context of a mediation assignment for the mediator to manage the mediation file. As sensitive and/or special personal data may be processed during the mediation process (which isn't always apparent in advance), we ask for your consent to process your personal data. You give this consent by signing the mediation agreement. Unfortunately, if you refuse to give this consent, you cannot use the services of Present24 services, as Present24 cannot perform the services without processing personal data relevant to the case.

You have the right to withdraw your consent. Present24 may then no longer process any of your data. Present24 can no longer perform services for you from the moment consent is withdrawn, and will then have to close the mediation file immediately.

Invoicing

We use the payment details you have provided to facilitate invoicing. This processing is necessary to execute the agreement established between us.

Contact

The contact information you provide is used for necessary communication, like addressing queries. The processing of these data is crucial to serve our legitimate interest in performing our work activities and securing new orders.

Analysis of website visitors

The data we collect from website visitors is only used for statistical purposes to track website traffic (e.g. to see which pages are most frequently viewed). The data remain anonymised.

How long do we retain your personal data?

Mediation file

In principle, we keep the mediation file and the personal data contained therein for twenty years after closing the file, in connection with the maximum limitation period.

In exceptional cases, we keep a file longer than twenty years, for example if the limitation period is interrupted or if Present24 deems another legitimate interest to retain the file longer.

Administration

We keep our records, including invoices and other records on which the parties' personal data are listed, for a period of seven years after the end of the financial year in order to comply with tax retention obligations.

Other contact details

We retain other contact details for one year after the last interaction, unless you request us to delete them earlier.

Analysis of website visitors

Data pertaining to website visitors is kept for two years post their visit as per the default settings of Google Analytics.

With whom do we share these data?

Your data are stored in a digital file in Present24's online platform and may appear in emails sent or received by the mediator. These are stored and processed by our ICT provider. Furthermore, payment details provided by you to Present24 for invoicing purposes are passed on to Present24's financial administration.

If you, or another party who was involved in a mediation, file a complaint against the mediator or Present24 relating to the handling of a mediation file containing your personal data, your personal data may be provided to the Mediator Quality Foundation (SKM, Stichting Kwaliteit Mediators) and/or to the Stichting Tuchtrechtspraak Mediation (STM). Both entities uphold confidentiality regarding your data.

We do not disclose your data to third parties unless explicitly stated in the mediation agreement or mandated by applicable laws and regulations to provide certain data (e.g. providing data to the police for investigations).

How are your data secured?

We have implemented appropriate technical and organisational security measures to protect your personal data against loss, misuse and unauthorised access by third parties. Moreover, we also require our ICT Provider to implement such appropriate technical and organisational security measures.

What are your rights?

You have the following rights:

- The right to access your personal data and obtain a copy thereof.
- The right to rectification of your personal data if they are incorrect or incomplete.
- The right to object to processing and/or - in certain cases - the right to restrict the processing of your personal data.
- In certain cases: the right to have your personal data erased.
- The right to obtain your personal data in a structured, common and machine-readable form and to transfer that data to another person.

For more information on these rights and when you can exercise them: refer to Articles 15 to 20 of the General Data Protection Regulation.

To exercise your rights, contact us via the provided email or telephone number listed at the beginning of the privacy statement.

If changes occur in the personal data we process or applicable regulations, we may amend this privacy statement. Substantial changes will be notified via the website and email communication.