



inside outside coaching

PRIVACY STATEMENT

Inside Outside Coaching treats your information carefully, confidentially and with respect. What does this mean exactly?

Processing personal information

Personal information is processed by:
Inside Outside Coaching
Knsmlaan 447, 1019 LG Amsterdam
Chamber of Commerce: 63404214

As you visit the website, fill out the contact form, and/or use the services of Inside Outside Coaching, your personal information is processed: first and last name, address, phone number, e-mail address, payment details and your activity on the website. Inside Outside Coaching processes only that information you provided, and only for the purpose for which it is provided, in accordance with General Data Protection Regulation ("Algemene Verordening Gegevens Bescherming (AVG)") and the Telecommunications Laws.

When is personal information requested?

- When registering a free newsletter
- When registering for a free product or service
- When completing a contact form on my website
- When purchasing/order via my website
- When you request information, and purchase or register for one of my products and/or services

Why is personal information requested?

To be able to contact you, and to be able to carry out the services. Logically, your name and contact information is used to maintain contact and to inform you on relevant and coaching-related issues. The coaching includes all support outside the sessions, and all information you receive by mail is carefully filed. Information shared by phone is not documented. Your personal information is also kept to send newsletters and to inform you about my company's activities, and to analyze website visitor behaviour data to improve the website.

What does not happen with personal information?

Inside Outside Coaching will never sell your personal information to third parties. Your personal information is not used to compose extensive visitor profiles, nor for decision-making based on automated processing (i.e. by computer programs or systems without human interaction).

Is your information shared with third parties?

Yes, but only if required through a legal obligation or a court-ordered concern, such as fair business practices:

- Bank, in the context of payment processing
- Tax consultant who will see invoices with address details
- Website host, for storing information from the contact form and e-mail

- E-mail software of Mailchimp for digital newsletter and processing free products
- Google Analytics for analyzing website visitor data
- Online payments via my website Mollie Payments

Newsletter and free products

At the bottom of every newsletter and every free product you will find the option to adjust your personal details or to unsubscribe.

What happens when you browse?

Technical and functional cookies are used to allow the functionality of my website and to guarantee its user-friendliness. In addition, Google Analytics tracks general visitor information, including the IP address.

Cookies - let them work for you

A cookie is a small and simple data set that is stored on your computer or mobile at your first visit to the site. Through the settings on your browser you can unsubscribe cookies (not store), remove all previous information, and ask to be notified when cookies are sent. Be aware that some websites function less well if all cookies are disabled.

Google Analytics - in a privacy-friendly way

It analyzes visitor- and click behaviour on the website. That information is stored by Google on servers in the United States and processed in reports on the functioning of the website. The Google and Google Analytics websites provide more information on their privacy policy.

Google Analytics does its utmost to make all information anonymous. They do not use your own unique IP address, for example. That means that your visit to the website cannot be traced via Google Analytics.

Google can only provide this information to third parties if required by law, or if third parties process information on behalf of Google.

Your information is very secure

We are serious about the security of your information and we have implemented the following measures:

- Your details are never stored online ("in the cloud")
- Our computers are secured with appropriate and effective measures (passwords to log in and passwords for privacy-sensitive files)
- The website uses a trusted SSL certificate. An SSL connection can be recognized by the lock symbol and the word "secure" before the URL



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How long is your information stored?

No longer than is necessary for you to realize your goals. Concrete:

- Details on current clients are kept no longer than two years after the completion of the last support session
- Details on potential clients no longer than two years after the first contact if no agreement follows
- There is an exception: as any other company, we are required by law to keep our business administration information for seven years, including invoices with address details.

Something incorrect, you want to see your information or have it erased?

Contact us and we will comply with your request within five working days. If you have cause you can protest the processing of your information or file a complaint with the Dutch Data Protection Authority ("[Nederlandse Autoriteit Persoonsgegevens](#)").