

Privacy Policy

version May 2018

Poundwise Financial Coaching B.V. is located at Ferdinand Bolstraat 323, 1072 MA in Amsterdam. Poundwise is responsible for the processing of your personal data in the sense of the Dutch Personal Data Protection Act / the General Data Protection Regulation (AVG).

We process your personal data in order to be of good service to you. We take your privacy very seriously and therefore treat your personal data with the utmost care. In this privacy statement, you can read how we process your data and for which we use them.

The most important thing is that we always comply with the requirements of the privacy legislation. We handle your data carefully. And we will continue to do so, even if we are constantly looking for the best way to make using our services as easy and as quick as possible.

Personal data that we process

We process your personal data when you use our services and or when you provide them to us. Below is an overview of the personal data we process:

- Name and surname
- Sex
- IP address
- Phone number
- E-mail address
- Other personal data that you actively provide by, for example, creating a profile on this website, in written correspondence and by phone.

Why we process personal data

We process your personal data for the following purposes:

- To be able to phone or e-mail you if necessary so we can perform our service for you
- To provide you with support and advice
- To recognise you

Poundwise only processes your personal data on the basis of consent

Personal data may only be processed if there is a legal basis for this (a statutory basis). The basis which we use for the processing of personal data is your unambiguous consent (article 8, under a, Dutch Data Protection Act [WPP] / article 4, paragraph 11, AGV). By actively consenting to the processing of personal data and to the general conditions and privacy statement, you consent to the processing of your data by Poundwise as described in this privacy statement.

Of course, you can always withdraw your consent. We then delete your personal data from our databases and administration. This right (to withdrawing consent) relates to future processing of your personal data and not to the personal data already processed by us. We would like to point out that we cannot deliver our services without processing of your data.

Automated decision-making

We do not make any decisions based on automated processing on matters that can have (significant) consequences for people. These are decisions taken by computer programs or systems, without a human intervening.

Do we give your information to third parties?

We do not sell your information to third parties and only provide this information if you have given consent to this or in order to comply with a legal obligation.

For the proper operation of our services, we provide your data to a number of parties within and outside Europe. Within Europe, TransIP is responsible for the hosting of our website and Switch Reclamebureau for managing our website. These parties have a corresponding protection level for the processing of any personal data in the sense of the Dutch Personal Data Protection Act / the General Data Protection Regulation (AVG).

Outside of Europe, this is MailChimp. This party agrees to comply with the Privacy Shield principles and is affiliated with the Privacy Shield programme of the US Department of Commerce. This means that there is an appropriate level of protection for the processing of any personal data.

Cookies

We make use of cookies on this website. A cookie is a simple small file that is sent along with pages from this website and stored by your browser on your device. The information stored in a cookie can be used during a subsequent visit to make the access to the website easier for you. For example by loading your personal preferences. If you don't want us to use cookies, you can choose the 'cookies off' option in your browser or ask your browser provider for the correct settings.

Google Analytics

Via our website, a cookie is placed from the American company Google, as part of the Analytics service. We use this service to track and get reports on how visitors use the website. Google may provide this information to third parties if Google is legally obliged to do so, or if third parties process the information on behalf of Google. We have no influence on this. We have forbidden Google from using the obtained analytics information for other Google services. The information that Google collects is anonymised as much as possible. Your IP address will expressly not be recorded. The information is transferred to and stored by Google on servers in the United States. Google agrees to comply with the Privacy Shield principles and is affiliated with the Privacy Shield programme of the US Department of Commerce. This means that there is an appropriate level of protection for the processing of any personal data."

How long will your personal data be stored?

We do not store your personal data for longer than is strictly necessary to realise the purposes for which your data is collected.

What are your rights?

Reviewing your data

You have the right to review your personal data. This means that you can request which personal data are recorded and for which purposes this data is used.

Correcting your data

You have the right to have your personal data corrected if it appears that our registration is not correct (anymore). This also applies if the data needs to be supplemented or modified.

Right to be forgotten

You have the right to have your personal data removed. This means that we delete your personal data from our systems. Your data can still be processed anonymously and/or aggregated in various management reports.

Right of objection

You have the right to object to the processing of your personal data. We will handle your objection if you provide us with well-founded substantiation for it and you reply as soon as possible, but no later than four weeks.

Right to data transfer

You have the right to transfer your personal data. This means that we can make your personal data available in a standard file format so that you can reuse it.

Data security

We take appropriate technical and organisational security measures, in line with the state-of-the-art in science and technology, to provide sufficient guarantees for the monitoring and preservation of the confidentiality, integrity and availability of your data. This also applies to information that can be added, removed and/or derived from this. We shall protect both input and output against loss, theft or any unlawful and/or unauthorized form of processing.

Do you have any questions?

If you have any specific questions or remarks about our privacy policy as a result of this information, please contact us by e-mail at info@poundwise.nl. You can also go here with questions about review, correction, objection and deletion of your data.

If you have complaints about the processing of your personal data, you can contact the Dutch Data Protection Authority. We would appreciate it if you would first report the complaint to us so that we can take immediate action.