



## L&D Support – Privacy Statement

**L&D Support International Products BV**, located at A Hofmanweg 5A, NL-2031 BH, Haarlem, Netherlands, is responsible for the processing of personal data, as shown in this privacy statement.

### Contact details:

T +31 20 664 5002  
M [Privacy@LDSupport.nl](mailto:Privacy@LDSupport.nl)  
W [www.LDSupport.com](http://www.LDSupport.com)  
A A. Hofmanweg 5A, NL-2031 BH Haarlem, Netherlands

The DPO (Data Protection Officer) of L&D Support International Products BV is **Mr. Ing. A.A. van Zijl**; he can be reached via [Privacy@LDSupport.nl](mailto:Privacy@LDSupport.nl)

### Personal data that we process

L&D Support International Products BV processes your personal data because you use our services and/or because you provide this information to us. Below is an overview of the personal data that we may process (which of these personal data are processed/used can vary depending on the situation):

- Title
- First and last name
- Sex
- Year of birth
- Educational level
- Address
- E-mail address
- Contact person
- IP address
- Internet browser and device type
- Other personal data (actively provided by you via the completion of our questionnaire or via written/telephone correspondence)

### Special and/or sensitive personal data that we process

The website and services of L&D Support are not aimed at collecting data from visitors under the age of 16, unless parents or guardians have given permission for this. However, L&D Support cannot check whether visitors are older than 16 years. L&D Support advises parents to be involved in the online activities of their children, in order to prevent the undesired collection of data about children.

If you are convinced that L&D Support has collected personal data about a minor without permission, please contact us via [Privacy@LDSupport.nl](mailto:Privacy@LDSupport.nl) so that the relevant information can be deleted.

## For what purpose and on what basis we process personal data

L&D Support International Products BV processes personal data to provide our services (assessments, reports) for our clients.

## Automated decision-making

Automated decision-making is about decisions made by computer programs or computer systems without involving a human being. L&D Support International Products BV will never make decisions based purely on automated processing regarding matters that may have undesirable or significant consequences for persons.

## How long we store personal data

L&D Support International Products BV does not store your personal data longer than is strictly necessary to realize the purposes for which your data is collected. We use the following retention periods for the following (categories of) data:

Category	Retention period	Reason
Personal data	18 months	It is possible to place different measurement moments of a person (with an interval of at least 1 year) next to each other. This is offered up to 18 months after the first measurement. After 18 months the data is anonymized.
Answers to questions	18 months	The same as with personal data
Generated reports	2 months	Necessary in order to retrieve reports quickly
Sent messages	1 week	Necessary for possible audits or checks

## Sharing personal data with third parties

L&D Support International Products BV will not sell your information to third parties and will only pass it on to third parties if this is necessary in the context of our agreement with you or other client(s) or due to legal obligations. If other companies process your data on behalf of L&D Support International Products BV, a processing agreement will be concluded to guarantee the level of security and confidentiality of your data. L&D Support International Products BV remains responsible for these operations at all times.

## Cookies and similar techniques

A cookie is a small text file that is stored on your computer, tablet or smartphone when you first visit a website. L&D Support International Products BV uses only technical and functional cookies, as well as analytical cookies that do not infringe on your privacy. The cookies used by L&D Support International Products BV are necessary for the technical operation of the website and for the ease of use of the visitor. They ensure that the website works properly and that, for example, your preferred settings are saved. They also allow us to optimize our website.

You can opt out of cookies by setting your internet browser so that it does not store cookies anymore. By opting-out of cookies, our website will not function optimally. Via the settings of your browser, you can also delete all previously stored information.

## View, modify or delete data

You have the right to view, change or delete your personal data. You also have the right to withdraw any consent to data processing or to object to the processing of your personal data by L&D Support International Products BV. You are also entitled to data portability. This means that you can submit a request to us to send the personal data that we have from you via a computer file to yourself or to a different organization designated by you. Requests for inspection, modification, deletion or data transfer, as well as any withdrawal of your permission or objections regarding the processing of your personal data, can be sent to [Privacy@LDSupport.nl](mailto:Privacy@LDSupport.nl).

In order to enable us to check whether a request has actually been made by you, we ask you to send a copy of your proof of identity. To protect your privacy, you can blacken your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), your passport number and your BSN in this copy. We will respond to your request within four weeks. L&D Support International Products BV also wishes to point out that you have the opportunity to file a complaint with the national supervisory authority, the Dutch Data Protection Authority. You can do this via the following link: <https://autoriteitpersoonsgegevens.nl>

## How we protect personal data

L&D Support International Products BV takes the protection of your data very seriously and takes all necessary measures to prevent misuse, loss, unauthorized access, unwanted disclosure and unauthorized modification.

If there is abuse or if you have reasons to believe that your data is not properly secured, please contact our customer service or the Data Protection Officer ([privacy@ldsupport.nl](mailto:privacy@ldsupport.nl))