

Privacy statement

When we provide our services, we process your personal data. To inform you how we handle your personal data, we have prepared this privacy statement.

Contact details

The personal data is processed by:

*Mondo taalbureau B.V.
Offenbachlaan 30
4384 ME Vlissingen
K.v.K. number: 66021073
data protection officer:
Mrs. E. Meijer
email address: mondo@zeelandnet.nl
telephone number: 0118-472798*

The use of personal data by Mondo taalbureau B.V.

Mondo taalbureau B.V. obtains personal information from you, for example the information you provide to us via the website, email, telephone and WhatsApp. In addition, we may obtain your personal data through third parties in the context of our services. Mondo employees and teachers have access to the personal data.

Personal data

Mondo taalbureau B.V. processes the following categories of personal data:

- Name and address
- Contact details, such as e-mail address and telephone numbers
- Birthdate and place
- Gender
- Citizen service number (for course participants who fall under the Civic Integration Act)
- Information regarding your education and employment history
- Information regarding the progress of your study and your exam results

Purposes

Mondo taalbureau B.V. processes this personal data for various purposes, such as:

- Maintaining contact;
- Providing adequate training;
- Good and efficient service;
- Management of the student file;
- Performing administrative procedures such as planning;
- Offering tailor-made guidance;
- Reporting and analyzing for accountability to clients and the improvement of services;
- Invoicing;
- Collecting money and taking collection measures;
- Compliance with legal obligations;
- The exchange of information with DUO (Dienst Uitvoering Onderwijs of the Ministerie van Onderwijs, Cultuur en Wetenschap) (for course participants who fall under the Civic Integration Act (Wet Inburgering))

Foundations

We process certain personal data to implement the agreement with you or to be able to comply with a legal obligation, such as obligations based on the Civic Integration Decree (Besluit Inburgering).

We also process personal data because Mondo taalbureau B.V. has legitimate interests in this regard. These legitimate interests are:

- Being able to provide its services in the most efficient way possible;
- The protection of its financial interests;
- The improvement of its services;
- Security and management of its systems;

If personal data is processed on the basis of consent, this will be requested separately.

Distribution to third parties

In the context of its services, Mondo taalbureau B.V. exchange personal data. Mondo taalbureau B.V. can use third-party services for the aforementioned purposes, such as the IT suppliers of our website and our systems, test bureaus or self-employed. In the context of this, personal data is provided to these third parties. These third parties may only process your personal data for the aforementioned purposes.

Finally, your personal data can be provided to third parties when Mondo taalbureau B.V. must comply with a legal obligation. Mondo taalbureau B.V. will not provide your information for commercial or charities.

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How long we keep your data

Mondo taalbureau B.V. will not process your personal data for longer than necessary for the purposes stated in this privacy statement. This means that your personal data will be stored for as long as they are necessary to achieve the relevant goals. Certain data must be kept longer, because Mondo taalbureau B.V. must adhere to statutory retention obligations, such as the tax retention obligation. Your data will in any case be destroyed after 10 years.

How we protect your data

We believe it is important that your personal data are protected against loss or unauthorized access. That is why Mondo taalbureau B.V. has taken appropriate security measures. Personal data that are stored digitally are protected with passwords and personal data that are stored on paper in a safe.

Your rights

You have the right to make a request to Mondo taalbureau B.V. to inspect your personal data. After receiving your request you will receive an overview of your personal data within 1 month. If there are inaccuracies, you can request that your details be adjusted, supplemented, deleted or protected.

You can also request Mondo taalbureau B.V. to transfer your personal data or you can object to the processing of your personal data due to special personal circumstances.

You can send questions about this privacy statement or a request about the processing of your personal data to the data protection officer.

If you have a complaint about the processing of your personal data by Mondo taalbureau B.V., let us know. If you cannot reach a solution with us, you have the right to submit a complaint to the Privacy Supervisor, the Dutch Data Protection Authority (Autoriteit Persoonsgegevens). You can contact the [Dutch Data Protection Authority](#) for this.

Privacy statement changes

This privacy statement was last amended on January 21, 2020.

Mondo taalbureau B.V. can change this privacy statement. New versions are always published on the website. We therefore advise you to consult this statement regularly so that you are kept informed of changes.

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