



RESULT MEDIATION

LOST CONFLICTEN OP

Result Mediation Privacy Statement

This is the Privacy Statement of Result Mediation, located at Herengracht 213-3 in (1016 BG) Amsterdam, the Netherlands (hereinafter: '**Result**'). This Privacy Statement applies to the processing of personal data from our clients, potential clients and other persons visiting our website or having contact with us.

This Privacy Statement explains how we handle your personal data. If, after reading this Privacy Statement, you still have questions about how we handle personal data, if you wish to exercise your rights mentioned in this Statement pursuant to the General Data Protection Regulation ('**GDPR**') or other laws or regulations on personal data, or if you wish to file a complaint about the use of your personal data, you can contact us by phone ((+31) (0)20-2050239) or by e-mail (info@resultmediation.nl). If you are not satisfied with how your complaint has been dealt with or you prefer not to file your complaint with us, you can also file it with the Dutch Data Protection Authority [*Autoriteit Persoonsgegevens*] through the website autoriteitpersoonsgegevens.nl.

Result is responsible for processing your personal data, and will, in doing so, exercise the utmost care and, of course, comply with the rules ensuing from the GDPR.

Which personal data do we process?

Mediation file

If you furnish an assignment to Result, Result will process personal data which you and the other parties to the mediation or other parties concerned in the case provide to Result. This will in any event include your contact information, such as your name, address, e-mail address and phone number. It will also include personal data relevant to the file. Depending on the subject matter of the mediation, sensitive and/or special personal data may be involved as well.

Training purposes

If you register for a training course with us or if we provide in-house training to you, we will process your personal data insofar as necessary to carry out the training and certify or award continuing education or other credits.

Invoicing

If you furnish an assignment to us, we will also process data which is necessary to send invoices and process payments for the services which Result performs. Besides your contact information, this data will include your bank account number and any other payment information.

Contact

If you contact us through the contact form on the website, by e-mail or by phone, we will process the data which you provide. This will concern the contact information which you provide us (for example, name, e-mail address and phone number) and the reason why you have contacted us (say, because you have a question).

Website visitors analysis

Finally, we process analytic data about the visitors to our websites (and their computers). We do this through cookies which are placed if you visit the website. The visitor’s IP address is saved (in whole or in part) by means of these cookies. Cookies are small text files which are automatically placed on your computer by the internet browser. Which web pages you visit and which options you use may be kept track of through a session cookie. We use this information, for instance, to make our website more user friendly. Session cookies are automatically deleted when you close your internet browser. You can configure your browser to warn you if a cookie is placed on the computer. You can completely block cookies from being placed, too. In that case, however, you may not be able to use some parts of our website.

| Name of tracker | Description of functionality | Characteristics | More information |
|----------------------------|---|---|---|
| DoubleClick | Measures visitor data for purposes of displaying advertisements on third-party sites | The cookie is removed after at most two years | https://www.google.com/intl/en/policies/privacy |
| Facebook Customer Audience | Measures visitor data for purposes of displaying advertisements on third-party sites | The cookie is saved for one year | https://www.facebook.com/privacy/explanation |
| Google Adwords Conversion | Measures visitor data for purposes of displaying advertisements on third-party sites | The cookie is removed after at most two years | https://www.google.com/intl/en/policies/privacy |
| Google Dynamic Remarketing | Measures visitor data for purposes of displaying advertisements on third-party sites | The cookie is removed after at most two years | https://www.google.com/intl/en/policies/privacy |
| Google Analytics | Provides insight into visitor behaviour, in order to improve the user experience Insight is also gained into the results of the advertisements on third-party websites | The cookie is removed after at most two years | https://www.google.com/intl/en/policies/privacy |
| Google Tag Manager | Makes it easy to manage various measurement scripts | The cookie is removed after at most two years | https://www.google.com/intl/en/policies/privacy |
| Hotjar | Monitors where the user clicks on the site, thereby enabling us to improve the user’s website experience | The cookie is saved for one year | https://www.hotjar.com/privacy |

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

Mediation file

Result uses the personal data which you have furnished in connection with a mediation assignment to handle the mediation file. Because sensitive and/or special personal data may be processed during the mediation process (and this is not always clear beforehand), we ask you for permission to process your data. You give this permission by signing the mediation agreement. If you do not give such permission, you unfortunately cannot utilise Result's services, since Result cannot perform the services without processing personal data which is relevant to the file.

You are entitled to revoke your permission. Result may not process any more data then. Result can no longer provide any services to you from the time that you revoke permission, and will have to close the mediation file immediately.

Invoicing

We use the payment information which you have furnished to invoice work. This processing is necessary to perform the agreement which you conclude with us.

Contact

We use the contact information which you provide to us to contact you if necessary, for example, to answer a question. We process this personal data, because this is essential for promoting our legitimate interest, that is, our interest in being able to perform our work and obtaining new assignments.

Newsletter

We also use your e-mail address to occasionally send you updates about our services. If you have given us an assignment, there is an 'existing customer relationship', and we will send you newsletters based on our legitimate interest. If you have not previously utilised our services, but have otherwise come into contact with us (say, by filling in the contact form or sending an e-mail with a question), we will ask for permission to send you newsletters and will only do this if you have granted such permission.

Website visitors analysis

The data which we collect about the visitors to the website is solely used to keep statistics on visits to the website (to see, for example, which pages get the most views). The data is saved in anonymised form. By using the website, you thereby state that you accept the privacy policy.

How long do we retain your personal data?

Mediation file

In principle, we retain the mediation file and the personal data contained in it for 20 years after the file is closed, in connection with the maximum limitations period. In exceptional cases, we retain a file for more than 20 years, for instance, if the limitations period is interrupted or if Result believes that it has another legitimate interest in retaining the file longer.

Administrative records

We retain our administrative records, including the invoices and other documents in which parties' personal data is indicated, for a seven-year period after the end of the financial year, so as to comply with the tax-related retention obligation.

Other contact information

We retain other contact information for one year after the last contact, unless you submit a request to us earlier to delete this.

Website visitors analysis

The data about website visitors is retained for two years after the visit to the website; these are standard settings for Google Analytics.

Who do we share your data with?

Your data is saved in a digital file and may appear in e-mails which Result sends or receives, and is thereby saved (and, hence, processed) by our ICT provider. For our mailings, we work with an external party, which sends the e-mails and has your last name and e-mail address in its system. This data is not shared further. Additionally, the payment information which you have furnished to Result for invoicing purposes is transmitted to the party performing Result's accounting. Result has concluded a data processing agreement with these parties, which provides for at least the same level of security and confidentiality which you can expect from us.

Affiliated freelance (or other) mediator

We may also outsource a mediation to a freelance (or other) mediator who is affiliated with us, but not employed by us. At that time, we will transfer the personal data known to us to this mediator, who will thereby become a controller as well. This mediator will fully comply in that situation with this Privacy Statement and will therefore guarantee the same level of security and confidentiality. The mediator will only use the data which is relevant to the mediation file. He or she will only use such data for the mediation file and the related invoicing.

Handling of complaints

If you or another party involved in a mediation files a complaint against Result regarding the handling of a mediation file containing your personal data, your data may be furnished to the Quality Foundation for Mediators [*Stichting Kwaliteit Mediators (SKM)*] and/or the Disciplinary Foundation for Mediators [*Stichting Tuchtrechtspraak Mediators (STM)*]. Both bodies will treat your data as confidential.

We will not provide your data further to third parties, unless we are required to furnish certain data under the applicable laws or regulations, for instance, to the police as part of a criminal investigation.

How is your data secured?

We have taken appropriate technical and organisational security measures to protect your personal data against loss, misuse and impermissible access by third parties. Moreover, we

likewise require our ICT provider to take such appropriate technical and organisational security measures.

What are your rights?

You have the following rights:

- a. the right to gain access to your personal data and to receive a copy of this;
- b. the right to rectification of your personal data if it is inaccurate or incomplete;
- c. the right to object to the processing and/or – in certain cases – the right to restrict the processing of your personal data;
- d. the right - in certain cases – to have your personal data erased ('the right to be forgotten');
- e. the right to receive your personal data in a structured, commonly used and machine-readable format and to transfer this data to someone else.

For more information about these rights and when you can exercise them, please see Articles 15 to 20 of the GDPR.

You can exercise your rights by contacting us through the e-mail address or telephone number mentioned at the start of this Privacy Statement.

Changes

The personal data which we process or the applicable regulations can sometimes change. We may revise this Privacy Statement in that instance. If significant changes are made, we will post a notice on the website and inform you of the change by e-mail.

Version: June 2018