

This site falls under the law and the rules of the Dutch Authority for Personal data and is hosted from the Netherlands. This site is owned and operated by Gladwell Academy and all questions concerning privacy should be directed initially to [info@gladwell.nl](mailto:info@gladwell.nl)

### **Personal data that we process**

Gladwell Academy processes your personal data if you are a client and make use of our services and / or if you chose to share your data with us.

Below is an overview of the personal data that we process:

- First and last name
- Address
- Phone number
- E-mail address
- Location data

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

Our website and / or service does not have the intention to collect data of website visitors who are under the age of 16. Unless they have permission from a parent or guardian. However, we can not check if a visitor is older than 16. We also recommend parents to be involved in the online activities of their children, to avoid the data collection of children without parental consent. If you are convinced that we have collected personal information without the consent of a minor, please contact us via [info@gladwell.nl](mailto:info@gladwell.nl). Subsequently, we will immediately delete the data of the minor.

### **Why do we need data?**

Gladwell Academy processes your personal information for the following purposes:

- The handling of your payment
- Sending our newsletter and / or advertising brochure
- To be able to call you if necessary and in order to carry out our services
- To inform you about changes in our services and products
- To deliver goods and services to you

### **How long do we keep data?**

Gladwell Academy will not keep your personal information for longer than is strictly necessary to achieve the purposes for which your data is collected.

### **Share with others**

Gladwell Academy only discloses data to third parties when necessary for the implementation of our agreement with you or to fulfill a legal obligation.

### **Website visits**

Gladwell Academy uses functional analytic and tracking cookies. A cookie is a small text file that will be stored in the browser of your computer, tablet or smartphone after the first visit to our website. Gladwell Academy cookies are used with a purely technical functionality. These ensure that the website is working properly, for example, it can remember your preferences and help us to make the website work properly. We can use these cookies and data to optimize our website. We place cookies to track your surfing habits so that we can offer customized content and advertising.

You can opt out of this through your web browser settings and adjust it to no longer store cookies. Alternatively, you can delete information stored previously using these same browser settings.

### **View data, edit or delete**

You have the right to view, correct and delete your personal information. You can send a request for inspection, correction or removal to [info@gladwell.nl](mailto:info@gladwell.nl). To ensure that the access request has been made by you, please enclose a copy of your ID to the request. We hereby ask you to blacken your passport and citizen service number (BSN) in this copy. This is to protect your privacy. Gladwell Academy will respond to your request as soon as possible and guarantee a response within four weeks.

### **Security**

Gladwell Academy takes the protection of your data seriously and will take appropriate measures to prevent abuse, loss, unauthorized access, unwanted disclosure and unauthorized modification. If you have the impression that your data is not properly protected or there is evidence of abuse, please contact [info@gladwell.nl](mailto:info@gladwell.nl)