

Privacy statement HLessons

HLessons treats the Customers Personal Data confidentially. Processing of the Personal Data is done in a manner that is in accordance with the requirements of the General Data Protection Regulation (GDPR).

This privacy policy is part of HLessons General Terms and Conditions and both apply to all services and support that we offer.

This privacy policy may change from time to time if new developments give cause to do so. The most current privacy policy can be found on the Website.

This privacy policy was last modified on April, 2022.

1 Personal data processed by HLessons

The Supplier processes Personal Data about the Customer because it uses Services of the Supplier and/or because the Customer provides this data to the Supplier himself. Below is an overview of the Personal Data that are processed by the Supplier, depending on the service the Customer uses.

If Customer uses the **Service(s)** of the Supplier, the following Personal Data will be processed:

- The Customers payment details (for example bank account number or credit card number);
- The Customers first and last name;
- The Customers address details;
- The Customers phone number;
- The Customers email address;
- Other personal Data that the Customer actively provides, for example by creating an account on our website, in written correspondence and via telephone contact.

If the Customer uses the **Website**, the following Personal Data will be processed:

- The data about the Customer activities on the Website;
- The Customers IP address;
- The Customers internet browser and device type.

2 Why are your Personal Data processed?

The Supplier processes the Customers Personal Data for the execution of an Agreement and on the basis of legal obligations.

If the Customer uses the **Service**, the Customers Personal Data will be processed:

- To assessing a request for acceptance;

- To prepare and execute the Agreement;
- To process payments;
- To send the Customer information about his Services and updates and/or changes thereto;
- To contact the Customer regarding the experience with our Services and to inform the Customer about other new or relevant Services;
- To perform analysis for statistical and analytical purposes;
- To send payment reminders;
- For training and assessing the employees.
- For evidence (if necessary);
- To provide support (such as by email and telephone through our customer service team);

If the Customers use **Website**, the Customers Personal Data will be processed:

- Creating an Account on the Website;
- To provide access to the Customers Account;
- For analyses for statistical and scientific purposes;
- For analyses to prevent and investigate misuse of the Website and Service.

3 Does HLessons share your Personal Data with third parties?

The Supplier shares the Customers Personal Data with third parties if this is necessary for the execution of the Agreement, on the basis of legal obligations or on the basis of a legitimate interest. The Supplier concludes a processing agreement with third parties that process the Customers Personal Data on behalf of the Supplier. As a result, the Supplier ensures that the Customers Personal Data is always secured to at least the same level and that the confidentiality of the Customers Personal Data is guaranteed. The Supplier nevertheless remains fully responsible for these processing operations and will therefore take all reasonable administrative, technical and physical measures to protect the Customers Personal Data against unauthorized access, accidental loss or alteration.

The Supplier may also share the Customers Personal Data with third parties who are also controllers themselves. In those cases, the Supplier has also concluded agreements in which a thorough protection of the Customers Personal Data is guaranteed.

The Customers Personal Data may also be shared with third parties for purposes other than those described above. In that case, the Supplier will only do this after the Customers explicit permission has been requested and obtained.

An overview of controllers with whom the supplier shares data can be found [here](#). We recommend that you check this overview regularly, because names can be added or removed.

Cross-border data transfer

The Processor may process the personal data in countries within the European Economic Area ('EEA'). In addition, the Processor is allowed to transfer the personal data to a country outside the EEA, provided that the relevant country guarantees an appropriate level of protection and the Processor meets its other obligations under this Processing Agreement and the GDPR.

4 How does HLessons analyze your website visit?

The supplier keeps a log where every request is saved. This log contains the IP address, requested URL, internet browser and device type. If our service is suspected to be misused, this log will be used in the investigation.

5 Does HLessons use cookies?

The Supplier uses functional cookies. A cookie is a small text file that is stored in the browser of your device such as a computer, tablet or smartphone when you first visit the Website. The Supplier uses cookies with a purely technical functionality. These cookies ensure that the website works properly and, for example, remembers your preferred settings, so that Supplier can optimize the websites. More information about the use of cookies by the Supplier can be found in our [Cookie Statement](#).

6 View, adjust and delete Personal Data

You have the right to access, correct, object to, limit, transfer or delete the Personal Data that the Supplier processes about you, unless the Supplier cannot grant these rights on the basis of a legal commitment.

You can send your objection or request for access, correction, limitation, transfer or deletion to costumercare@hlessons.nl. The Supplier wants to make sure that this request is from you and that you are who you say you are. If we cannot immediately verify that it is you, the Supplier may ask you to enclose a copy of your proof of identity with the request. Please make sure that your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and citizen service number (BSN) are made black in this copy. In this way you protect your privacy. The Supplier will then respond to your request as soon as possible, but in any case within thirty days.

7 Security

The Supplier takes the protection of your (Personal) data seriously and takes appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure and unauthorized modification. If you have the impression that your data is insufficiently secured, your data is stored incorrectly or is processed or shared without your permission, please contact us by email: costumercare@hlessons.nl.

8 More information

If you have any questions about the use of Personal Data by the Supplier, you can contact our privacy officer at tycho@hlessons.nl.

For more information about privacy, you can consult the website of the Personal Data Authority.