

1. Privacy Statement

Version 24-02-2023

Stichting eX:plain considers the secure handling of personal data to be of utmost importance. During processing we comply with the requirements set by privacy legislation. This means that:

- we clearly state for which purposes we process personal data;
- we limit the collection of personal data to just the personal data required for the processing;
- we can assume that the controller is responsible for the legitimate processing of your data;
- we will first ask for your express permission to process your personal data in those cases where your permission is required;
- we take appropriate security and privacy measures to protect your personal data and also demand this from parties, both inside and outside the EEA countries (including the USA) who process personal data on our behalf;

Stichting eX:plain acts as the *processor* for the data processing.

Use of personal data

During the use of our service, we will receive certain information from you. This could be personal data. We exclusively store and use personal data which are directly provided by you in the context of the service as requested by you, or of which at the time of its provision it is clear that this information is provided to us for processing.

Imagery

Video images are recorded during online proctored exams and performance exams. By participating in online proctored exams, a candidate grants permission to record video images (including sound fragments and a screen capture). During a video recorded performance exam (including sound fragments), a candidate has the choice to accept or reject the recording of the video images (including sound fragments)

Registration

For particular elements of our service you must register first. We retain this data so that you do not have to enter this information every time you log in and we can contact you in the context of the performance of the agreement.

We can furnish the data to our clients (part of the agreement) or to other third parties if this is required by law. If there is a suspicion of fraud or abuse of our service, we may hand over personal data to the competent authorities.

Processing an order (if available for a service)

If you place an order with us, we will use your personal data to process it. If necessary, we may also provide your personal data to third parties (for the handling of the payment instruction, for instance).

Contact form (if available for a service)

You may sometimes be asked to use a contact form. The information you provide is stored as long as this is needed to provide a full answer and its processing.

Location information

If this is required for the service, we can collect your location details (GPS). Your permission for this is requested at that particular moment.

Provision to third parties

We can pass on your data to our partners or clients. These partners are involved in the performance of the agreement.

Cookies

We use functional cookies. Third parties engaged by us (Google Analytics) also place cookies.

We cannot control what the suppliers of third-party applications do with the cookies when they read them. For more information on these applications and how they handle cookies, see the privacy statements of these parties (please note: they could regularly change).

Retention periods

The personal data are kept for as long as is needed in order to use our service and possibly for statistical purposes. The data is subsequently deleted unless there is a statutory duty which requires longer retention (such as the seven-year retention period for payment data for tax purposes).

Third-party websites

This privacy statement does not apply to third-party websites which are connected with our service by means of links. We recommend that you read the privacy statement of these websites before using these websites.

Changes to this privacy statement

We reserve the right to make changes to this privacy statement. We recommend that you regularly inspect this privacy statement so that you are aware of these changes. This privacy statement was most recently amended on 24-02-2023.

Inspection and changing your data

We cannot handle questions concerning inspection of or changes to (or removal of) your personal data because we are the processor. Consult the FAQ to see to which organisation you can submit a request.

If you have questions about our privacy policy, you can contact us in writing via the email address below.

Dutch Data Protection Authority (Autoriteit Persoonsgegevens)

Of course we would be pleased to assist you if you have complaints about the processing of your personal data. On the basis of the privacy legislation, you also have the right to lodge a complaint with the Dutch Data Protection Authority against this processing of personal data. You can contact the Dutch Data Protection Authority to this end.

Contact details

Stichting eX:plain
data@explain.nl