

Privacy Statement

This document states how Ginger mood deals with personal data and privacy. This statement informs you about how Ginger mood handles and protects your personal data. Privacy and data security are very important to Ginger mood, and our relationship with our customers, partners, coaches, (employers of) coachees and other stakeholders. Protecting privacy is complex, and is becoming more so due to technological developments, decentralization, major challenges in the field of security and new European legislation. That is why we believe it is important to be transparent about the way we handle personal data and guarantee privacy.

Contact details

The personal data is processed by:
Ginger mood B.V.
Meeuwenlaan 98-100
1021 JL, Amsterdam
Telephone: 085-0090357
Email: info@gingermood.nl

How does Ginger mood obtain your data?

Ginger mood B.V. obtains personal data from you, for example the data you provide via the website, e-mail, or telephone. In addition, we can obtain your personal data from third parties (for example your employer) in the interest of providing our services.

Personal data

Ginger mood B.V. processes the following categories of personal data:

- Name and address details
- Contact information (such as email address and telephone number)
- Postal Code
- Date of birth
- Gender
- Psychological data
 - Personality Questionnaires
 - Motivation questionnaires
 - Questionnaires on personal values and self-reflection
 - Self-reporting of coaching goals
- Work experience
- Employer
- Objectives

Users of Gingermood's services may, in exceptional cases, choose not to provide certain data (which are not essential for identification and/or invoicing). However, this will be at the expense of the quality of the service.

Purposes

Gingermood B.V. processes this personal data for the following purposes, among others:

- Matching suitable coaches*;
- Drawing up an agreement between coach, coachee and (possibly) employer;
- Facilitating coaching programs and/or training;
- Part of this data is used (completely anonymous and irreducible) for internal research purposes. These dates will not be published;
- Providing content in a variety of formats, verbal, digital and hard copy;
- Promoting participation in activities;
- Maintaining contact;
- A good and efficient service;
- Carrying out administrative actions;
- Evaluate and improve the service;
- Invoicing;
- Collecting money and taking collection measures;
- Marketing;
- Compliance with legal obligations.

**There is no automated decision-making (profiling) involved in the selection of suitable coaches. However, a pre-selection of the coaches is made by means of software on the basis of the specified preferences.*

Personal data collected and/or processed by Gingermood are secured in accordance with the provisions of the Dutch Data Protection Authority, Gingermood is ISO 27001 and ISAE 3402 certified.

Basis for Processing

We process certain personal data to comply with agreements, perform services and/or comply with legal obligations.

In addition, Gingermood has legitimate interests in processing this personal data, these include performing the best and most efficient services possible, improving these services, and evaluating cooperative relationships with clients. Gingermood processes personal data with explicit permission only. By providing personal data of your own accord, whether or not at the request of Gingermood B.V. and agreeing to this privacy statement, you consent to the processing of the provided data.

Provision of data within the organization

On request, Gingermood can provide Gingermood members (including coaches who have signed a framework agreement with Gingermood) with information about Gingermood members (including coaches who have signed a framework agreement with Gingermood

B.V.) for the purposes of organized activities. This activity will always have the aim of benefiting the member whose data is provided and/or contributing to the core objectives of Ginger mood.

Provision of data to third parties

If necessary for providing effective service, Ginger mood may exchange personal data with third parties. Ginger mood may also do this by using third party services. These third parties have a processing agreement with Ginger mood and may only process your personal data for the intended purposes. Parties with which Ginger mood has no processing agreement are expected to process the provided data exclusively in accordance with the AVG (GDPR) and to have made all necessary arrangements themselves.

Finally, your personal data may be provided to third parties when Ginger mood is called to comply with a legal obligation.

Transfer of your data outside the EEA

If your personal data is processed outside the EEA. (The European Economic Area, consisting of the countries of the European Union, Liechtenstein, Norway, and Iceland), appropriate safeguards will have been put in place.

Your data may be stored by third parties outside the EU if Google Analytics, LinkedIn or Facebook are used in your contact with Ginger mood.

How long we keep your data

Ginger mood will not process or retain personal data for longer than strictly necessary for the processing purposes stated in this privacy statement. After this retention period, data will be deleted or anonymised, in the latter case this data cannot be traced back to the associated person in any way. The anonymized data may be kept for internal research purposes. Certain data processed by Ginger mood may be retained for longer because of statutory retention obligations, for example the fiscal retention obligation.

How we secure your data

We believe it is important that your personal data are protected against loss or any unauthorized access. That is why Ginger mood has taken, and continues to take appropriate security measures (ISO 27001 and ISAE 3402 certifications). This includes the information security policy, incident procedure, risk management, and an annual pentest. In addition, annual audits take place to verify the data collection and processing done by Ginger mood is legally valid and well protected.

Cookies

On the website we use functional and analytical cookies to improve our online services. We only place tracking cookies with your permission.

Your rights

You have the right to request access to your personal data. Ginger mood may take up to 4 weeks after receiving your request to send a response. Ginger mood will then provide the requested data and/or indicate on what grounds the access to (part of) the data has been rejected.

If, after receiving your data, it appears that they contain inaccuracies, you can request that your data be adjusted, supplemented, deleted, or hidden.

In some cases you can object to (further) processing of your personal data by Ginger mood, for example on the basis of special personal circumstances.

Questions about this privacy statement or any requests about the processing of your personal data may be sent to:

Ginger mood B.V.
Meeuwenlaan 98-100
1021 JL, Amsterdam
Telephone: 085-0090357
Email: info@gingermood.nl

If you have a complaint about the processing of your personal data by Ginger mood, we refer you to the complaints procedure on the website (gingermood.com).

Privacy statement changes

This privacy statement was last modified on December 6, 2022.

Ginger mood can change this privacy statement and publish changes via the website. Ginger mood is not obliged to inform you of any changes. We therefore recommend that you regularly consult our privacy statement to stay informed.