

BCN understands that you may not want to share your personal data with everyone. That's why we handle this information carefully. We adhere to the General Data Protection Regulation (GDPR). We need your data to assist you properly. In this statement, we explain which data we need from you and how we use it.

Storage of your data

We store the personal data we receive from you, your training provider, or your employer in our system. This includes data received during the booking of a (exam or training) location, brochure requests, job applications, newsletter subscriptions, or when you contact us by phone or email. We collect and store, among other things, the following personal data:

- Name (first and last name), address, and other contact details.
- Booking-related information, including payment details.
- Your feedback on the location or booking and other information you provide.
- Personal data related to the booking, such as your name, organization or educational institution, industry, or type of training, and contact details.
- Interests and profile data based on website usage through cookies. We create an interest profile based on visited pages and downloaded brochures to determine your interests.
- Communication between you and us.
- Job application data in the context of your application.

Use of your data

We use your personal data for the following purposes:

1. Registration and administrative processing of your booking at the chosen location. For this, we process the following categories of personal data:

- Name, address, and contact details.
- Email address.
- Phone number.
- Financial data.
- Communication between you and us.
- Your training provider or employer.

We retain this data to comply with legal obligations, such as fiscal retention requirements. We keep this data for as long as required by law, and we may also retain it under the contract we have with a training provider or your employer.

2. Providing the chosen booking:

- Name, address, and contact details.
- Email address.
- Phone number.
- Financial data.
- Your training provider or employer.

- (Possibly) Applicable special personal data (such as medical certificates or dietary requirements) to offer you appropriate services.
- Communication between you and us.

We retain this data to comply with legal obligations, such as fiscal retention requirements. We keep this data as long as required by law and for the duration of our customer relationship with you.

3. Conducting analyses to improve our services:

- Name, address, and contact details.
- Email address.
- Phone number.
- Submitted reviews.
- Profile data created from your cookie profile.

We retain this data to comply with legal obligations, such as fiscal retention requirements. We keep this data as long as required by law and for the duration of our customer relationship with you. Otherwise, we keep this data with your consent until you withdraw it.

4. Placing personal reviews:

- Name, address, and contact details.
- Email address.
- Phone number.
- The submitted review.

We place reviews as described in our review policy. We describe how we process your data for this purpose and how long we keep it.

5. Keeping you informed about all our services and products:

- Name.
- Email address.
- Phone number.
- Profile data created from your cookie profile.

We retain this data for our legitimate interests for at least the period during which we have a customer relationship with your employer or training provider. Otherwise, we keep this data with your consent until you, your employer, or training provider withdraws it.

6. Sending you the requested documents/information and responding to your inquiries:

- Name, address, and contact details.
- Email address.
- Phone number.
- Profile data created from your cookie profile.

We retain this data for at least the duration of providing you with this information. Otherwise, we keep it for our legitimate interests for at least the period during which we have a customer relationship with you. Otherwise, we keep this data with your consent until you withdraw it.

7. Complying with the applicable laws and regulations as prescribed by the (National) government:

- Name, address, and contact details.
- Email address.
- Phone number.
- Communication between you and us.
- Financial data.
- (Possibly) Applicable special personal data (such as medical certificates) to offer you appropriate services.

We retain this data for as long as the legal obligation, such as fiscal retention requirements, requires us.

8. Job application data in the context of your application via email or our candidate portal:

- Name, address, and contact details.
- Date and place of birth.
- Citizen Service Number (BSN).
- Email address.
- Phone number.
- Your CV and, if necessary, a Certificate of Good Conduct (VOG).
- Financial data.
- (Possibly) Applicable special personal data (such as medical certificates) to offer you a suitable job.

We retain this data for a job application for a maximum of 4 weeks, or with your consent, for a year.

9. Contacting you, with your consent, for sending newsletters, quality research, and/or commercial messages:

- Name.
- Email address.
- Phone number.
- Communication between you and us.
- The profile created by using cookies.

We retain this data with your consent until you withdraw it.

Additional explanation:

- We anonymize the personal data used for analyses. In our analyses, you are therefore unrecognizable.

- We may make your personal data available to our accreditation organizations. In obtaining and maintaining accreditation for certification, we are obliged to provide committees responsible for accreditation with access to personal data. We limit this to a minimum.
- In some cases, we work with external service providers, such as security officials, AV suppliers, external training locations, or catering suppliers. They may only use your data for the performance of services that are in the interest of your event. They may not contact you for other purposes or disclose your data to other parties. We have the right agreements with these parties.
- With your consent, we may share your data with third parties for commercial purposes. We do this to provide you with more refined and applicable advertisements and offers. We have or will make appropriate agreements with these parties to protect your data.
- Finally, it may be that we are legally obligated by government agencies or other parties to share your data. In such a case, we will only share data that is strictly necessary.

Consent and data processing:

BCN processes your data based on the consent obtained via forms on our websites. For example, for newsletters, we only add your email address to the subscriber list if you give your consent. You can always unsubscribe or update your preferences via the link provided in each newsletter.

Security and retention of your data:

We take measures to protect your personal data from misuse and unauthorized access. We retain certain data as long as legally required, some with your consent until you withdraw it, and others for the necessary duration to fulfill our contractual or legitimate interests.

Privacy rights:

You have rights concerning your personal data, including the right to access, rectify, object, erase, withdraw consent, data portability, and restrict processing. If you have questions or want to exercise your rights, you can contact us at info@bcn.nl.

Complaints:

If you feel that we have not dealt with your privacy concerns appropriately, you have the right to file a complaint with the supervisory authority, the Autoriteit Persoonsgegevens.

Changes to the privacy and cookie statement:

We may change this privacy and cookie statement. Therefore, we recommend checking it regularly for updates. The last change was on December 1, 2022.

Cookie statement:

BCN uses cookies on our websites for various purposes. Cookies are small text files that are automatically stored on your computer when you use the internet. They help improve website usability. The types of cookies we use are outlined in the table at the end of this cookie statement.

Categories of cookies:

1. Functional cookies: Ensure proper and secure website functioning, making the website user-friendly.
2. Analytical cookies: Analyze visitor behavior, track website visits, and improve the website based on this analysis. An example is Google Analytics.
3. Marketing cookies: Placed with your consent for profiling and sharing your interest profile with third parties for personalized experiences on their websites.

Adjust Cookie Settings

You can view and modify your previously indicated preferences in the cookie settings. View or change your cookie settings [here](#).

You can set your browser to receive a warning when the website uses cookies and wants to place them on your computer. You can also block cookies completely. How to do this is explained in this guide by the Consumer Association ([link: Privacy on the Internet | Consumer Association](#)). However, this website will then no longer function fully.

When disabling advertising or marketing cookies, please note that this opt-out (disabling) is stored in a cookie on your computer. If you delete all stored cookies through your browser, we cannot verify whether you have opted out.

Functional Cookies

We use functional cookies for the proper and secure operation of the website. For example, they ensure that our website quickly displays the correct information when you are on the website. We also use functional cookies to enable secure login. It is not necessary to give permission for functional cookies because we only use them for the functioning of the website.

Analytical Cookies

We also use analytical cookies, for example, to analyze how visitors use the website, how often the website is visited, which pages you visit on the website, and on which pages the most clicks occur. This allows us to improve the website. We use various providers for this, which you can find later in this statement. We have agreements with these parties to ensure that you will be unrecognizable in the reports. Therefore, you do not need to give permission for analytical cookies.

Google Analytics

Through our website, a cookie is placed by the American company Google as part of the "Analytics" service. We use this service to keep track of and receive reports on how visitors use the website. Google may provide this information to third parties if Google is legally required to do so or to the extent that third parties process the information on behalf of Google. We have no influence on this. We have not allowed Google to use the information obtained for other Google services.

The information collected by Google is anonymized as much as possible. Your IP address is explicitly not provided and further anonymized as much as possible.

Marketing Cookies

With your permission, we also place marketing and/or advertising cookies. This allows us to build a profile of you.

Furthermore, with your permission, we use marketing and advertising cookies to share your interest profile, built through the use of cookies, with third parties in order to provide a personalized experience on the websites of other parties. We sometimes enrich data with each other, such as your email address or cookies placed by other parties. This way, we can offer advertisements specifically for you on the websites of others. By accepting marketing and advertising cookies, you agree to make this interest profile built by cookies available to us for enrichment purposes.

As a result, we can link the interest profile we have built for you to your email address and previous or other data that you provide to us. This way, we can keep the profile we have of you pure and, with your permission, offer you finer personalized advertisements for our services, but also via other parties. With your permission, we can also use the profile we have built for you for commercial purposes, for example. We will inform you about what we supplement your profile with where applicable.

In some cases, this may allow us to contact you with a personalized offer. We will inform you about what we supplement your profile with where applicable.

You can see very well in the cookie overview which cookie from which party does what exactly.

Cookie; Entity; Safeguards	Type	Purpose	Retention Period
Google Analytics Google LLC, United States Privacy Statement	Analytical	These cookies are placed to gain insight into visitor behavior and to improve the user experience based on this. We have set up these cookies in a privacy-friendly manner. This means that we have: <ul style="list-style-type: none">- Entered into a data processing agreement with Google;- Only provide Google with masked IP addresses;- Do not share any data with Google; and- Do not use other Google services in combination with analytics.	Up to 2 years

Some third parties with whom we, with your permission, share data have no further influence on them. You can contact the parties mentioned in the cookie table to exercise your rights.

Right to access and correction or deletion of your data

You have the right to request access to, limitation of use, correction, and/or deletion of your data. You can send an email to info@bcn.nl for this. To prevent abuse, we may ask you to identify yourself adequately. How this works will become clear from the email correspondence. So you don't have to immediately send a copy of your identity card! When it comes to access to personal data linked to a cookie, you should include a copy of the cookie in question. You can find this in the settings of your browser. If you really think we are handling your data unlawfully, you are always free to file a complaint with the Dutch Data Protection Authority.

Enabling and disabling cookies and deleting them

More information about enabling and disabling and deleting cookies can be found in the instructions and/or using the Help function of your browser.