

Privacy declaration

Team Impact Journeys are offered and carried out by Team Impact Journeys (ZZP). The company handles everyone's personal data with care. By personal data we mean: all information that can be traced back to you as an individual. Think in particular of your name, email address and telephone number.

In this statement we explain what the company does to protect your privacy. We describe how we protect your personal data, for what purposes we process your personal data and when we share your personal data with third parties.

Company details

Team Impact Journeys is a sole proprietorship established in Amsterdam and registered with the Chamber of Commerce under number 74337742. In short, we speak of TIJ.

The company takes your privacy seriously and therefore applies organizational and technical measures to protect your personal data. If you have any questions about how we process personal data after reading this privacy statement, please send an email to: geard@communitycare.solutions or call us: +31 6 1640 7177 (Gerard Zwerver)

What do we process personal data for?

Team Impact Journeys collects, processes and stores personal data for the following purposes:

- ❖ being able to provide requested information about our services and activities (via requests you make via the website, via social media, by email or by telephone)
- ❖ managing our mutual relationship by email or telephone
- ❖ making quotations and concluding agreements for our services, and the communication about this
- ❖ being able to book accommodation and transport during the Team Impact Journeys and, if desired, take out travel or cancellation insurance
- ❖ being able to communicate during the Team Impact Journeys via mobile and laptop or tablet (calling, texting, whatsapp and email)
- ❖ being able to help with questions (by the helpdesk)
- ❖ administration for our services (including for subscription reporting and invoicing)

Permission

We only process personal data after your permission. You have the right to withdraw the consent granted at any time. The withdrawal of your consent does not affect the lawfulness of the processing prior to the withdrawal.

Relationship management

When you enter your details on our website, or otherwise contact one of the employees of Team Impact Journeys, we will include the personal data you provide in our relationship database in order to be able to manage it and to contact you. We make every effort to properly secure your personal data, but the security of data sent over the internet cannot be fully guaranteed. Our relationship database is well protected against data leaks.

Sub-processors

Team Impact Journeys works with suppliers who act as sub-processors. These are companies with whom Team Impact Journeys share personal data in order to be able to provide the above services to you. We choose our partners carefully and always take your privacy into account. It is:

- ❖ Google: care of cloud services.
- ❖ Wix.com: technical management of the website www.communitycare.solutions (www.teamimpactjourneys.com).

Automatically generated information

We use cookies and pixel tracking to optimize our services. Cookies are pieces of information that are stored on your hard drive with the intention that your internet browser remembers this information on a subsequent visit. We use pixel tracking to see how you ended up on our website. If you do not appreciate this, you can indicate in your browser preferences that you do not give permission for the storage of cookies. It is possible that our services cannot be offered to you optimally as a result.

Analysis use of the website

We use, among other things, cookies and pixels to analyze and optimize the use of our website. For example, we look at the click behavior on our website, we monitor the amount of visitors and we look at how long they stay on the site. The data we store for this cannot be directly traced back to an individual. In addition, we use, for example, Indeed and Google Analytics for further optimization of our website and services. Because Google's servers are located outside the European Union, different rules apply there. Agreements have now been made so that they comply with the privacy agreements as laid down within the GDPR.

Retention of personal data

We keep your personal data for as long as is necessary to maintain the relationship or to be able to provide the agreed services.

Access to your data

By sending an email to the contacts of Team Impact Journeys you can view, change or have your data removed. In order to protect your privacy, we will have to properly establish your identity in this regard to ensure that the data is provided to the right person, or that the data of the right person is changed or deleted.

If you want to view your personal data, you will receive an overview of your personal data in our databases as soon as possible, but in any case within the legal term, in accordance with the guidelines of the General Data Protection Regulation.

Changing your data

We will implement changes as soon as possible in the relevant database(s).

You can pass on other changes directly to the Team Impact Journeys contacts.

Deletion of personal data

We will delete your personal data one year after commissioning a user account, without you having to do anything:

You have the right at any time to request that all data be removed immediately.

If you want to have your data removed from our database(s), we will initiate this procedure as soon as possible and inform you in accordance with the protocol drawn up on the basis of the guidelines of the General Data Protection Regulation. We will inform you in writing about the protocol as soon as possible, but always within the legal term after receipt of the request. A decision to improve, supplement, remove or block is carried out as soon as possible.

Others

This privacy statement can be unilaterally changed. These changes will be announced on the website. We recommend that you regularly check our website.

Authority for Personal Data

Of course we are happy to help you if you have complaints about the processing of your personal data. If you nevertheless do not agree with us, you also have the right under privacy legislation to file a complaint with the privacy supervisor, the Dutch Data Protection Authority. You can contact the Dutch Data Protection Authority for this.