

## Privacy Policy

Coach To Competence (C2C) takes the privacy of its website users seriously. We are committed to safeguarding your privacy while providing you with a personalised and valuable service. This Privacy Policy statement explains the data processing practices of the C2C in connection with information that you may supply to us through your use of the websites at [www.coach2competence.com](http://www.coach2competence.com) and [www.multiskillz.com](http://www.multiskillz.com) and their associated Apps.

If you have any requests concerning your personal information or any queries with regard to these practices you can contact us by mail ([info@coach2competence.com](mailto:info@coach2competence.com)) or by phone (+32 485 74 73 18).

The following provides detail about what information we collect from you and how it is used. Please read this policy in conjunction with our [Terms & Conditions](#).

### Content privacy policy Coach To Competence VOF

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## 1. Consent

Your use of the Coach To Competence websites at [www.coach2comptence.com](http://www.coach2comptence.com) and [www.multiskillz.com](http://www.multiskillz.com) signifies your consent to us collecting and using personal information about you, as specified below, in accordance with this Policy.

As a customer you have the right, in accordance with the Privacy law, to view, change and delete this personal information if you no longer wish to receive information about the activities of C2C. You always have access to your data and can change them by going to the 'My Account' section on our websites after logging in. You can also always contact us.

## 2. Who Is Collecting The information?

This website are owned and operated by Coach To Competence VOF, a Belgium-based private company. The Data Controller for all Personal Data displayed or collected via this website is Coach To Competence VOF (Belgium) whose registered office address is Turfbeemd 33, 2800 Mechelen, Belgium.

## 3. What Do We Collect?

To access the content on the Coach2Competence websites you will need to register for an Coach2Competence ID (C2C account). To participate in a C2C workshop, you must register by filling in a form. The registration and/or subscription require personal information.

The following personal data may be requested, stored, collected and / or processed:

- Personal identity details: name, first name, address, telephone number, email
- Personal characteristics: gender, date of birth, language preference
- Sports and organisation in which you are active with any associated member number: federation, school, club, ...
- Photos, images and images
- Invoicing data: Name, address, VAT number

## 4. Why Do We Collect?

### 4.1. General

Your personal data will be processed by C2C for the following purposes:

- to identify you to provide you with all C2C materials for which you have an active membership
- In function of organisational operations: for example quality survey, complaints processing, providing practical information regarding your training, forwarding participation certificates and diplomas, delivery of invoices, etc.
- Pass on your participation and / or registration at your federation for your education accreditation
- To send out newsletters, inform about other services and products of C2C and advertising purposes (website, printed matter, etc.)

### 4.2. Specifically for parents / guardians and children

The personal data of children under the age of 16 are processed by C2C for the following purposes:

- to identify the child to provide it with all C2C materials for which there is an active membership in his/her name

- In function of organisational operations: for example quality survey, complaints processing, providing practical information regarding your training, forwarding participation certificates and diplomas, delivery of invoices, etc.
- Pass on the participation and/or registration at your federation for education accreditation of the child
- To send out newsletters, inform about other services and products of C2C and advertising purposes (website, printed matter, etc.)

## **5. How Do We Use Your Personal Data?**

We only collect personal data that you provide to us in various ways (contact forms on our sites, registration forms, registration accounts, personal / telephone / email contact, etc.).

We do not collect personal data via third parties, with the exception of the information we receive from third parties for whom C2C organizes or executes training programs and / or assignments (eg Cities, schools, sports organizations, ...)

It is possible that photos or videos are taken during activities. C2C can make use of atmospheric images or images of crowds and this without permission (neither for taking, nor for use afterwards).

We will use your e-mail address and password as a unique identifier for you when you log in to the C2C websites and to check if you have an active membership for the C2C program you want to consult.

We may use your name and email address to uniquely identify you in our database so that we can provide support and assistance to you in your use of the Websites of C2C.

We may use your e-mail address to send you automated notifications to confirm payments that you make to us or to confirm other operations that are requested by you in connection with the use of our C2C programs (such as password reminders).

We may use your e-mail address to inform you about important changes to the C2C program, such as changes to the interface of our websites, changes to this Privacy Policy or changes to our Terms & Conditions.

We may use your e-mail address to send you details of other C2C services, deals or promotions that we think might be of direct interest to you. You will need to opt-in to receive these notices.

## **6. Minors**

We only process personal data of minors (persons under the age of 16) if written permission has been given by the parent, guardian or legal representative.

## **7. Provision of personal data to third parties by C2C**

We can provide the data you give to us to third parties if this is necessary to achieve the purposes described above. For example, we use an external third party for among others

- taking care of the websites and internet environment
- taking care of IT infrastructure
- providing (and distributing) newsletters

- providing workshops, training and customer assistance & support (eg Multi SkillZ LicenZ support & assistance, coordinate Multi SkillZ Academy)
- various administrative and legal obligations with regard to personnel and office management

We never pass on personal data to other parties with whom we have not entered into a processor agreement. We make the necessary arrangements with these parties (processors) to ensure the security of your personal data. Furthermore, we will not pass on the information provided by you to third parties (providing other parties), unless this is legally required and permitted.

At no time do we sell or rent your personal data to third parties.

## **8. Online Payments**

We require that you make payments to us for access to a C2C program. You make these payments online with one of the payment methods provided by a third party payment service provider, Mollie, the payment partner of C2C. All payments are processed by Mollie and not by C2C. C2C does not receive any details of your credit card or payment method at any time and therefore does not store this information on its systems. All payment transactions are processed over a secured connection between your internet browser and Mollies' servers and are encrypted at all times. Your credit card or payment method details will not be passed to any 3rd party by Mollie. For full details about how Mollie process and safeguard your information please visit their website: [www.mollie.com](http://www.mollie.com).

## **9. How Do We Protect Your Information?**

C2C is strongly committed to ensuring the security of any Personal Data we hold and preventing unauthorised access. We maintain physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of Personal Data. Therefore we have taken for example the following measures

- All persons who can take cognizance of your data on behalf of C2C are obliged to maintain this confidentiality;
- We use a username and password policy on all our systems;
- We pseudonymise and ensure the encryption of personal data if there is reason to do so;
- We make back-ups of the personal data in order to be able to recover these in case of physical or technical incidents;
- We regularly test and evaluate our measures;
- Our employees have been informed about the importance of the protection of personal data.
- C2C respects the obligation to report data leaks as foreseen in the GDPR.

Our security procedures mean that we may request proof of identity before we disclose personal information to you.

It is important for you to protect against unauthorised access to your password and to your computer. Be sure to log out of your account when you finish using a shared computer.

## **10. Retention period of your data?**

It may be necessary for us to maintain our details about you for a number of years. However, if your information is no longer required, we will securely destroy records containing personal information.

C2C uses as a general principle that personal data are kept for a maximum of 10 years after the last use, unless legal provisions or unambiguous proposition allow for an exception.

## **11. Your rights regarding your personal data at C2C**

You have the right to access and a copy of the personal data relating to you. You are entitled to correction if your information is incorrect or incomplete. You have the right to delete the personal data we have received from you and which are no longer strictly necessary for the purposes for which they were processed. We reserve the right to determine whether your request is justified.

You have the right to limit data processing: if you object to the processing of certain data, you may ask to stop this processing.

You can also object to the processing of your personal data (or a part thereof) by us or by one of our processors. For example, you have the right to oppose the use of your personal data for direct marketing purposes (via unsubscribe options in e-mails).

At the top of this privacy statement is how you can contact us. To prevent abuse we can ask you to adequately identify you. To check your identity, we ask you to send a copy of your identity card. We strongly advise you to make your passport photo invisible and to mention that it is a copy.

The processing of your personal data does not include profiling and you will therefore not be subject to automated decisions.

## **12. Other Disclosures**

Except as otherwise stated in this policy we will not disclose any Personal Data to any third parties unless required by applicable laws, courts orders, or government or regulatory authority rules and regulations (for example to prevent or detect crime).

## **13. Traffic Data**

We may produce aggregate statistics on website usage, traffic patterns and other site information to third parties, but these statistics will not include any information that could personally identify you.

## **14. Use of Cookies by Coach2Competence**

A cookie is a very small text file that is stored on your computer by your web browser when you visit a website. We use cookies to identify returning visitors to our websites and to track overall visitor statistics to help give us an idea of how many people are visiting our site and which parts of it are most popular. We can use this information to help us improve the site and make it better.

Cookie	Name	Purpose
Session Cookie	PHP SessionId AuthCookie	This cookie is required for normal working of the website. It is based on individual session. We do not store any sensitive user data inside it.
Language Cookie	cookieLanguageSite	This cookie is used to set the default language of the site. This cookie is set on arrival to the site by default. It is changed after you push the language button on the site.
Google Analytics	_utma _utmb _utmc _utmv _utmz	These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited. <a href="#">Click here for an overview of privacy at Google</a>
Cookie Policy	cookiePolicy	This cookie is set to once you agree to the policy we have on the use of cookies on our site. Once this cookie is set the site will not prompt again to agree with this policy.

Most browsers accept cookies automatically, but you can alter the settings of your browser to change the types of cookie that are stored on your machine or prevent them from being used completely. Please note, however, that this Website requires cookies to work properly and so if you disable their use then you may not be able to use the Coach2Competence websites. For more information about cookies and how to switch them off see: [www.allaboutcookies.org](http://www.allaboutcookies.org).

## 15. Other Websites

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

## 16. Changes to this Policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on May 22th 2018.

## 17. How to Contact Us

Please contact us if you have any questions about our privacy policy or the information that we hold about you.

By email at [info@coach2competence.com](mailto:info@coach2competence.com)

By phone on +32 485 74 73 18

Or write to us at:

Coach2Competence

Turfbeemd 33

2800 Mechelen

Belgium