

Data Privacy Policy

This Privacy Policy applies to the processing by Expat Help B.V. ('we' or 'Expat Help') of personal data of individuals ('you'). We attach great importance to protecting your privacy and to transparency in this respect. This Privacy Policy describes how we collect, share, use and/or otherwise process your personal data, such in accordance with the Personal Data Protection Act (Wet bescherming persoonsgegevens) and, as from 25 May 2018, the European General Data Protection Regulation 2016/679.

To ensure compliance with applicable laws and regulations, this Privacy Policy may be amended and updated by Expat Help from time to time. The most up-to-date version of the Privacy Policy can be found on our website.

Identity and contact details

Expat Help B.V.
Attn. Data Protection Officer
Prinsengracht 683
1017 JT Amsterdam
The Netherlands
Email: help@expathelp.nl

The purposes for processing your personal data

Expat Help provides services in connection with expat relocation, -housing, -schooling and tax related matters for The Netherlands (the "Services"). To provide the Services to you, either directly or indirectly via your employer, and to comply with legal requirements, Expat Help processes your personal data, such as such as name, address, date of birth, email address, telephone number, sex etc.

For the purpose of housing requirements, schooling of expat children, and/or partner career coaching and orientation, Expat Help also processes certain personal data of your direct family members (e.g. spouse or partner, children). Expat Help solely processes personal data related to your children (younger than 16 years old) with your unambiguous consent.

Where necessary, for the purpose of resident- and/or work permit applications, we may also process certain sensitive personal data, such as your passport details. Expat Help solely processes this information with your unambiguous consent.

How do we obtain personal data?

We may receive personal data about you from:

- You directly, during initial and subsequent interviews, via filled out intake forms and/or via our web-based service portal;
- Your employer;
- Our third-party service suppliers with whom we contract to support your relocation;
- Individuals or organizations you have authorized to provide certain information to us.

How do we protect your personal data during our processing?

Expat Help has implemented appropriate technical and organizational measures to ensure an adequate level of security in relation to your personal data, thereby taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of processing. In this respect, we have implemented, amongst others, the following measures:

- data access limitations to only staff members who need to know;
- Segregation of Duties (SoD's);
- Access to our systems is additionally secured through a 2-ste authorization process.
- personal data is stored solely on servers that are in compliance with applicable data protection laws and regulations;
- staff members receive regular training to stay up-to-date on data protection regulations and procedures.

Recipients of your personal data and international transfers

Expat Help will not disclose your personal data to third parties, unless such disclosure is necessary to provide the Services for which you have provided us with your consent or such disclosure is required by law.

As far as necessary (and applicable) for the purpose of resident- and/or work permit applications, we may share personal identification- and/or employment details with the national immigration agencies.

Expat Help uses certain (sub-)processors for providing its Services. All our (sub-)processors have been pre-selected by us and we have ensured that they provide an adequate level of protection in order to safeguard the personal data from misuse, theft, or unauthorized access or use. We have entered into data processing agreements with all our (sub-)processors. The personal data we or our (sub-)processors process will never be transferred outside the European Economic Area.

Retention of your personal data

Expat Help retains your personal data for no longer than is necessary for the purpose for which the data is being processed, unless a longer period is required under applicable law.

Your rights

I. Right to access and rectification

You have the right to request access your personal data and a right to request rectification to correct inaccurate or incomplete data.

II. Right to object or withdraw provided consent

You have the right to object to the processing of your personal data, or to withdraw consent at any time. Where the continued processing of (part of) the personal data is justified based on legitimate grounds in accordance with applicable law, processing of that personal data will not cease. The discontinued processing of your personal data may affect the ability of Expat Help to provide its Services to you. Any withdrawn consent will not affect the lawfulness of the processing based on consent before its withdrawal.

All requests related to exercising your rights regarding your personal data can be directed to help@expathelp.nl or by sending post mail to:

Expat Help B.V.
Attn. Data Privacy Officer
Prinsengracht 683
1017 JT Amsterdam
The Netherlands

We will respond to your request as soon as possible, at least within the term set forth in applicable law.

Amsterdam, April 2018