

Privacy statement of Opstal & partners

This is the privacy statement of Van Opstal & partners BV, located at Groenestraat 294, 6531 JC Nijmegen (hereinafter: "Van Opstal & partners" or "we"). This statement applies to the processing of personal data of our (potential) clients and other persons who interact with us or visit our website. We are responsible for the processing of personal data and will carefully comply with the rules of the General Data Protection Regulation (GDPR).

Contact details

If you have any questions about this privacy statement or the processing of your personal data, please contact us via:

1. **Phone:** 024-3660944
2. **Email:** info@vanopstalenpartners.nl

If you are not satisfied with the handling of your complaint, you can also submit it to the Dutch Data Protection Authority via www.autoriteitpersoonsgegevens.nl.

Which personal data do we process?

We process personal data that you or a referrer (such as an occupational health and safety service or insurer) provide(s) to us. This may include:

1. **Contact details:** name, address, email address, telephone number.
2. **Mediation files:** information that is necessary for the handling of a mediation process, including sensitive and/or special personal data.
3. **Training data:** personal data that is necessary for registration and participation in training courses.
4. **Billing:** payment information such as your bank account number.
5. **Contact requests:** data you provide when you contact us via email, phone or the contact form on our website.
6. **Website visit:** analytical data (such as IP address) via cookies to analyze the visit to our website.

Purposes and Bases of Processing

Within mediation processes, the mediator fulfils an independent professional role. Insofar as personal data are part of the mediation process, the mediator will process them in accordance with the MfN regulations and the applicable rules of conduct."

We process your personal data for the following purposes and on the basis of the following principles:

Purpose	Basis
Mediation dossier	Performance of an agreement
Training purposes	Performance of an agreement
Invoicing	Legal obligation
Contact requests	Consent
Site Analytics	Consent via cookies

We ask for your explicit consent to the processing of data if this is required by law. You can withdraw your consent at any time.

- personal data are processed in the context of mediation in accordance with the MfN Mediation Rules and the Code of Conduct;
- mediators act independently and impartially, including in data processing;
- the mediator has his or her own professional duty of confidentiality that goes beyond the GDPR.

Retention periods

We do not store personal data longer than necessary for the purposes for which they are processed. Below are the retention periods:

1. **Mediation files:** substantive mediation information is recorded to a limited extent and is not kept longer than necessary.
2. **Training data:** up to 5 years after the end of the training, unless you request deletion earlier.
3. **Billing/administrative data:** payment data is kept for 7 years to comply with the tax retention obligation.
4. **Contact details:** one year after the last contact, unless you request deletion earlier.
5. **Website visitors:** analytical data is stored for 2 years according to the default settings of Google Analytics.

Who do we share your data with?

We only share your personal data when this is necessary for our services or when we are legally obliged to do so. This concerns:

1. **Freelance mediators or coaches:** professionals who work on our behalf and are bound by a processing agreement.
 2. **External service providers:** such as ICT providers, database administrators and financial administration offices. We have also concluded processing agreements with them.
 3. **Authorities:** when we are obliged to provide data on the basis of legal requirements, for example in the context of a criminal investigation.
 4. Referrers only receive process information (start mediation, end mediation, successful/unsuccessful result);
 5. No substantive information from mediation is provided to Referrers.
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International data transfers

We may use third-party service providers who process data outside the European Economic Area (EEA). In such cases, we ensure that appropriate safeguards are in place, such as the use of **standard contractual clauses** approved by the European Commission.

Security of your data

We take appropriate technical and organizational measures to protect your personal data against loss, misuse and unauthorized access. These measures include, among other things:

1. **Encryption of data**
2. **Restriction of access to personal data to authorized persons**

Our third-party service providers are required to implement similar security measures.

Procedure in the event of data breaches

In the event of a data breach, we will report this to the Dutch Data Protection Authority in accordance with the legal requirements. If the data breach entails a high risk for the data subjects, we will inform them as soon as possible.

Your rights

You have the following rights with regard to your personal data:

1. **Right of access:** you can request a copy of your personal data.
 - **mediation documents and notes are not or only to a limited extent covered by inspection, insofar as this follows from the MfN regulations.**

- **confidentiality of mediation does not coincide with access or deletion rights from the GDPR;**
2. **Right to rectification:** you can have incorrect or incomplete data corrected.
 3. **Right to erasure:** you can request that your data be deleted ("right to be forgotten").
 4. **Right to restriction:** you can request that the processing of your data be restricted.
 5. **Right to object:** you can object to the processing of your data.
 6. **Right to portability:** you can transfer your data to another party.

The above rights may be restricted if they conflict with:

- confidentiality of mediation,
- interests of other parties,
- the MfN regulations.

You can exercise your rights by contacting us using the contact details provided above. We may ask you to send a copy of your proof of identity, with your passport photo and BSN made invisible.

Cookies en tracking

We use cookies to analyze the visit to our website. On your first visit, we ask for your permission to place cookies. You can find more information about this in our **cookie statement**.

Changes to the Privacy Statement

We may amend this Privacy Notice from time to time. In the event of major changes, we will post a notification on our website and inform you if you are still using our services.

Date of last change: 05-01-2026