

GENERAL DATA PROTECTION REGULATION 2022

Hospitallity Staff Services at Brummen, The Netherlands

Privacy

Hospitallity Staff Services (HSS) understands that you do not want to share your personal and study data with everyone. Therefore, HSS handles this information with care. HSS adheres to the General Data Protection Regulation (AVG). However, HSS needs your data in order to be able to help you properly. In this statement, HSS explains what data HSS needs from you and what it uses them for.

Storage of your data

HSS stores the personal data that HSS receives from you or your employer. For example, this includes data that HSS receives during the registration process for a course (even when the process is aborted), when you sign up for a newsletter, or when you contact HSS by telephone or email. Among other things, we collect and store the following personal data:

Name (first and surname), address and other contact details;

Details of the letter of confirmation you have applied for, including payment details;

Your feedback on the course and any other information you provide; and

Personal data relating to your course, such as your attendance, any results and whether you have completed the course (successfully).

Use of your data

HSS uses your personal data for the following purposes:

- Registration and administrative processing of your participation in your chosen training course.
- Providing the training you have chosen.
- To perform analyses so that HSS can improve its services.
- To advise you about the course to be followed.
- To keep you informed of our services and products.
- Send you the documents/information you have requested and to respond to your questions.
- To comply with the laws and regulations on education that apply to us, as required by the (national) government.

Further explanation

- HSS anonymizes the personal data that HSS uses for analyses. In our analyses, you are therefore unrecognisable.
- HSS may make your personal data available to its accreditation organizations. In connection with obtaining and maintaining accreditation for a course, HSS is legally obligated to provide the committees responsible for accreditation with access to personal data. HSS limits this to a minimum.
- In some cases, HSS collaborates with external service providers, such as teachers and examination bureaus. They may only use your data for the execution of services that are in the interest of your course. They may not contact you for other purposes, or pass your details on to other parties.
- Finally, HSS may be legally required by government agencies or other parties to share your data. In that case, HSS will only share the data that is strictly necessary.

Newsletter and subscriber database

With our newsletter we inform interested parties about news concerning our services and everything related. HSS will only add your email address to its list of subscribers if you give your consent. Every newsletter contains a link that allows you to unsubscribe or change your preferences.

Security and retention period of your data

HSS protects your personal information from misuse and access by unauthorized persons using technologies currently available for that purpose. HSS retains your personal data for as long as it is legally required. In the interest of improving its services, HSS may keep your data longer, but in that case HSS will always anonymise the data.

Reviewing, correcting, updating and deleting your data

You may inspect and/or correct or update your personal data at all times. You can also ask HSS to delete your data and stop using it. In a number of cases you can indicate that you want HSS to use your data in a limited way. HSS can also convert digital data, such as an enrolment confirmation or study agreement, into a document that you can print out.

Do you want to take one of the above actions? Then contact us by telephone.

HSS will respond to your request as quickly as possible, and in any case within 4 weeks. If you wish to have your data removed, HSS will first check whether this is legally permitted. If HSS cannot (yet) delete your data according to the law, HSS will inform you of this and indicate at what point HSS can delete your data.

Complaint

If you do not agree with the way we handle your data, you can file a complaint with us (www.hospitalitystaffservices.com) You can also file a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).

Use and operation of cookies

HSS uses cookies on its website. Cookies are small text files that are automatically placed on your computer when you use the Internet. A cookie records, for example, which web pages you view and which options you use. HSS uses this data, among other things, to make its website more user-friendly.

Besides cookies that ensure that you only have to fill in data once, HSS uses functional, analytical and advertising cookies.

Adjusting cookie settings

You can set your browser to notify you when a 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 explanation by the Dutch Consumer Association ([Consumentenbond](#)). If you block cookies, however, it is possible that the website will not work optimally. When disabling advertising cookies, please note that this opt-out is stored in a cookie on your computer. Once you have deleted all saved cookies via your browser, HSS cannot check whether you have logged off.

Functionality of functional cookies

HSS uses functional cookies to ensure proper operation of the website. They ensure, for example, that HSS quickly displays the correct information when you are on its website. Functional cookies are always stored on your computer. You do not receive a message to give permission for this.

Functional cookies used by HSS

- **Cookie notification cookie**
The cookie notification cookie remembers whether or not your computer accepts advertising cookies, so that HSS can adjust its advertising accordingly and avoid the message appearing more than once.
- **Login cookie**
The Login cookie allows you to log in to e-Connect.

Functioning of analytical cookies

Analytical cookies are used by HSS to analyse how visitors use its website, for example how often the site is visited, on which page they arrive at the website and on which pages they click the most. HSS uses this information to improve the website. Analytical cookies are also stored on your computer. You do not receive a message to give permission for this.

Analytical cookies used by HSS

- **Act-On-cookie**
The Act-On-cookie keeps track of which pages you visit. This enables HSS to share relevant information via, for example, e-mail if you have left this data behind for the download or purchase of a product on its website. Read in the Act-On Privacy Statement how HSS ensures that this data remains private.
- **Google AdWords cookie**
The Google AdWords cookie measures through which advertisement you enter our website. Read the Google Privacy Statement to see how HSS ensures this data is kept private.
- **Visual Website Optimizer Cookie**
The Visual Website Optimizer cookie keeps track of where you click on the website. This allows HSS to improve the website experience. Read the Visual Website Optimizer Privacy Statement to learn how HSS ensures that this data remains private.

How advertising cookies work

You will receive a notification for advertising cookies. In this message, you can give permission to place these cookies. After receiving your permission, HSS allows third parties to place advertising cookies on its website. HSS also places advertising cookies on third-party websites. The information from these advertising cookies may be combined by HSS. HSS does this so that, based on what you do online, we can show you advertisements that may be of use to you. HSS does this on its own site and on sites of other parties.

Advertising cookies used by HSS Training

- **DoubleClick cookie**
The Doubleclick cookie shows which pages you view on our website, so that (after accepting advertising cookies) HSS and other parties can display advertisements on its (partner) websites that you may find useful, such as a personalized offer. Read the [DoubleClick Privacy Statement](#) to see how HSS ensures that this data remains private.
- **Facebook & Instagram cookie**
The Facebook cookie keeps track of which pages you visit on our website, so that HSS (after accepting advertising cookies) can show you ads on Facebook that may be of use to you, such as a personal offer. It also allows HSS to see that you have arrived at its website via a Facebook advertisement. Read the [Facebook Privacy Statement](#) to see how HSS ensures that this data remains private.
- **Google Analytics cookie**
The Google Analytics cookie keeps track of how you use the website. HSS uses this information for reports on Internet usage. After accepting advertisement cookies, Google Analytics target groups are also shared with Google AdWords to show you advertisements on Google partner sites. Read the [Google Privacy Statement](#) to see how HSS ensures that this data remains private.
- **LinkedIn cookie**
The LinkedIn cookie keeps track of which pages you visit, so HSS (after accepting advertising cookies) can show you advertisements on LinkedIn that may be of use to you, such as a personal offer. It also allows HSS to see that you have arrived at its website via a LinkedIn advertisement. Read the [LinkedIn Privacy Statement](#) to see how HSS ensures that this data remains private.

Data protection officer

HSS has a data protection officer. The officer supervises the application of and compliance with the privacy regulations.

Amendments to the privacy and cookie statement

HSS may amend this privacy and cookie statement. If you want to know how HSS protects and uses your data, and which cookies HSS uses for which purposes, we recommend that you read this Privacy and cookie statement regularly. HSS last amended this Privacy and cookie statement on the 21st of January 2022.