

Privacy Policy

Effective date: August 15, 2018

Studentenvereniging I* ESN Tilburg (International Exchange Erasmus Student Network) ("us", "we", or "our") operates the www.iesntilburg.nl website and provides services to international students in Tilburg.

This page informs you of our policies regarding the collection, use and disclosure of personal data when you use our website or use our services and the choices you have associated with that data.

We use your data to provide and improve our services. By using our services, you agree to the collection and use of information in accordance with this policy. Unless otherwise defined in this Privacy Policy, the terms used in this Privacy Policy have the same meanings as in our Terms and Conditions, accessible from www.iesntilburg.nl

Definitions

Personal Data

Personal Data means data about a living individual who can be identified from those data (or from those and other information either in our possession or likely to come into our possession).

Usage Data

Usage Data is data collected automatically either generated by the use of www.iesntilburg.nl, or by you providing us with it when buying a membership, product or ticket to events.

Cookies

Cookies are small files stored on your device (computer or mobile device).

Data Controller

Data Controller means the natural or legal person who (either alone or jointly or in common with other persons) determines the purposes for which and the manner in which any personal information are, or are to be, processed.

For the purpose of this Privacy Policy, we are a Data Controller of your Personal Data.

Data Processors (or Service Providers)

Data Processor (or Service Provider) means any natural or legal person who processes the data on behalf of the Data Controller.

We may use the services of various Service Providers in order to process your data more effectively.

Data Subject (or User)

Data Subject is any living individual who is using our services and is the subject of Personal Data.

Information Collection and Use

We collect several different types of information for various purposes to provide and improve our services to you.

Types of Data Collected

Personal Data

While using our services, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you ("Personal Data"). Personally identifiable information may include, but is not limited to:

- Email address
- First name and last name
- Phone number
- Address, State, Province, ZIP/Postal code, City
- Cookies and Usage Data

We may use your Personal Data to contact you with newsletters, marketing or promotional materials and other information that may be of interest to you. You may opt out of receiving any, or all, of these communications from us by following the unsubscribe link or instructions provided in any email we send or by contacting us.

Usage Data

We may also collect information on how www.iesntilburg.nl is accessed and used ("Usage Data"). This Usage Data may include information such as your computer's Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our services that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

Location Data

We may use and store information about your location if you give us permission to do so ("Location Data"). We use this data to provide features of our services, to improve and customise our services.

You can enable or disable location services when you use www.iesntilburg.nl at any time by way of your device settings.

Tracking Cookies Data

We use cookies and similar tracking technologies to track the activity on our services and we hold certain information.

Cookies are files with a small amount of data which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your device. Other tracking technologies are also used such as beacons, tags and scripts to collect and track information and to improve and analyse our services.

You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our services.

Examples of Cookies we use:

- **Session Cookies.** We use Session Cookies to operate our services.
- **Preference Cookies.** We use Preference Cookies to remember your preferences and various settings.
- **Security Cookies.** We use Security Cookies for security purposes.

Use of Data

Studentenvereniging I* ESN Tilburg (International Exchange Erasmus Student Network) uses the collected data for various purposes:

- To provide and maintain our services
- To notify you about changes to our services
- To allow you to participate in interactive features of our services when you choose to do so
- To provide member support
- To gather analysis or valuable information so that we can improve our services
- To monitor the usage of our services
- To detect, prevent and address technical issues
- To provide you with news, card deals, and general information about other goods, services and events which we offer that are similar to those that you have already purchased or enquired about unless you have opted not to receive certain information

Legal Basis for Processing Personal Data under the General Data Protection Regulation (GDPR)

If you are from the European Economic Area (EEA), Studentenvereniging I* ESN Tilburg (International Exchange Erasmus Student Network) legal basis for collecting and using the personal information described in this Privacy Policy depends on the Personal Data we collect and the specific context in which we collect it.

Studentenvereniging I* ESN Tilburg (International Exchange Erasmus Student Network) may process your Personal Data because:

- You want to become a member
- You have given us permission to do so
- The processing is in our legitimate interests and it is not overridden by your rights
- For payment processing purposes
- To comply with the law

Retention of Data

Studentenvereniging I* ESN Tilburg (International Exchange Erasmus Student Network) will retain your Personal Data only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use your Personal Data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes and enforce our legal agreements and policies. When you are no longer a member of Studentenvereniging I* ESN Tilburg (International Exchange Erasmus Student Network), your Personal Data will be deleted by the 1st of October of that year. If you become an active member during your membership (join a committee, become a Mentor or Buddy), and are no longer a member, your Personal Data will be deleted by the 1st of October of the next year. We retain the information of our active members 12 months longer, in order to improve our services.

Studentenvereniging I* ESN Tilburg (International Exchange Erasmus Student Network) will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of our services, or we are legally obligated to retain this data for longer periods.

Transfer of Data

Your information, including Personal Data, may be transferred to — and maintained on — computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ from those of your jurisdiction.

If you are located outside the Netherlands and choose to provide information to us, please note that we transfer the data, including Personal Data, to the Netherlands and process it there.

Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

Studentenvereniging I* ESN Tilburg (International Exchange Erasmus Student Network) will take all the steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your Personal Data will take place to an organisation or a country unless there are adequate controls in place including the security of your data and other personal information.

Disclosure of Data

Business Transaction

If Studentenvereniging I* ESN Tilburg (International Exchange Erasmus Student Network) is involved in a merger, acquisition or asset sale, your Personal Data may be transferred. We will provide notice before your Personal Data is transferred and becomes subject to a different Privacy Policy.

Disclosure for Law Enforcement

Under certain circumstances, Studentenvereniging I* ESN Tilburg (International Exchange Erasmus Student Network) may be required to disclose your Personal Data if required to do so by law or in response to valid requests by public authorities (e.g. a court or a government agency).

Legal Requirements

Studentenvereniging I* ESN Tilburg (International Exchange Erasmus Student Network) may disclose your Personal Data in the good faith belief that such action is necessary to:

- To comply with a legal obligation
- To protect and defend the rights or property of Studentenvereniging I* ESN Tilburg (International Exchange Erasmus Student Network)
- To prevent or investigate possible wrongdoing in connection with our services
- To protect the personal safety of users of our services or the public
- To protect against legal liability

Security of Data

The security of your data is important to us but remember that no method of transmission over the Internet or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security.

Your Data Protection Rights under the General Data Protection Regulation (GDPR)

If you are a resident of the European Economic Area (EEA), you have certain data protection rights. Studentenvereniging I* ESN Tilburg (International Exchange Erasmus Student Network) aims to take reasonable steps to allow you to correct, amend, delete or limit the use of your Personal Data.

If you wish to be informed about what Personal Data we hold about you and if you want it to be removed from our systems, please contact us.

In certain circumstances, you have the following data protection rights:

The right to access, update or delete the information we have on you. Whenever made possible, you can access, update or request deletion of your Personal Data directly within your account settings section. If you are unable to perform these actions yourself, please contact us to assist you.

The right of rectification. You have the right to have your information rectified if that information is inaccurate or incomplete.

The right to object. You have the right to object to our processing of your Personal Data.

The right of restriction. You have the right to request that we restrict the processing of your personal information.

The right to data portability. You have the right to be provided with a copy of the information we have on you in a structured, machine-readable and commonly used format.

The right to withdraw consent. You also have the right to withdraw your consent at any time where Studentenvereniging I* ESN Tilburg (International Exchange Erasmus Student Network) relied on your consent to process your personal information.

Please note that we may ask you to verify your identity before responding to such requests.

You have the right to complain to a Data Protection Authority about our collection and use of your Personal Data. For more information, please contact your local data protection authority in the European Economic Area (EEA).

Service Providers

We may employ third party companies and individuals to facilitate www.iesntilburg.nl ("Service Providers"), provide the services on our behalf, perform services-related services or assist us in analysing how www.iesntilburg.nl is used.

These third parties have access to your Personal Data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

Analytics

We may use third-party Service Providers to monitor and analyse the use of www.iesntilburg.nl.

Google Analytics

Google Analytics is a web analytics service offered by Google that tracks and reports website traffic. Google uses the data collected to track and monitor the use of our services. This data is shared with other Google services. Google may use the collected data to contextualise and personalise the ads of its own advertising network.

You can opt-out of having made your activity on the services available to Google Analytics by installing the Google Analytics opt-out browser add-on. The add-on prevents the Google Analytics JavaScript (ga.js, analytics.js and dc.js) from sharing information with Google Analytics about visits activity.

For more information on the privacy practices of Google, please visit the Google Privacy Terms web page: <https://policies.google.com/privacy?hl=en>

Payments

We may provide paid products and/or services within www.iesntilburg.nl. In that case, we use third-party services for payment processing (e.g. payment processors).

We will not store or collect your payment card details. That information is provided directly to our third-party payment processors whose use of your personal information is governed by their Privacy Policy. These payment processors adhere to the standards set by PCI-DSS

as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of payment information.

The payment processors we work with are:

PayPal

Their Privacy Policy can be viewed at

<https://www.paypal.com/webapps/mpp/ua/privacy-full>

iDeal

Their Privacy Policy can be viewed at

<https://www.ideal.nl/en/disclaimer-privacy-statement/>

SOFORT Banking

Their Privacy Policy can be viewed at

<https://www.klarna.com/sofort/privacy-policy/>

Bancontact/Mister Cash

Their Privacy Policy can be viewed by scrolling all the way down on the following page, and clicking on "privacy statement"

<https://www.bancontact.com/en>

Links to Other Sites

Our website may contain links to other sites that are not operated by us. If you click a third party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third party sites or services.

Children's Privacy

Our services do not address anyone under the age of 18 ("Children").

We do not knowingly collect personally identifiable information from anyone under the age of 18. If you are a parent or guardian and you are aware that your Child has provided us with Personal Data, please contact us. If we become aware that we have collected Personal Data from children without verification of parental consent, we take steps to remove that information from our servers.

If you are under the age of 18 and want to become a member of Studentenvereniging I* ESN Tilburg (International Exchange Erasmus Student Network), you will need to provide us with written consent from a parent or guardian.

Changes to This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

We will let you know via email and/or a prominent notice on our services, prior to the change becoming effective and update the "effective date" at the top of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

Contact Us

If you have any questions about this Privacy Policy, please contact us:

- By email: info@iesntilburg.nl
- By visiting this page on our website: www.iesntilburg.nl/contact