

## PRIVACY POLICY - Solace & Serenity

### Introductory Provisions

Welcome to Solace & Serenity. We highly value your privacy and protect your personal data in accordance with the General Data Protection Regulation (GDPR).

The controller responsible for processing personal data is:

#### **Solace & Serenity**

Vossenlaan 65, 6531 SE Nijmegen

Chamber of Commerce number: 75886480

Represented by: Mrs. C. van Beuzekom

Email: [claire@solaceandserenity.nl](mailto:claire@solaceandserenity.nl)

In this privacy policy, we explain what personal data we collect, how we use it, and what your rights are. This privacy policy may be updated. The last update was on December 14, 2024.

### What Personal Data Do We Collect and Why?

We process your personal data only for the following purposes and based on the legal grounds prescribed by the GDPR:

#### **Personal Data We Collect**

We collect the following data:

- First and last name
- Gender
- Date of birth
- Address
- Email address
- Phone number
- Contact details of a third party (for emergencies, with consent)
- Business data (if applicable), such as business name, Chamber of Commerce number, and VAT number
- Location and demographic data (anonymized via cookies)
- Data about your activities on our website (anonymized)
- Any other data you actively provide, such as through correspondence.

#### **Purposes and Legal Grounds for Processing**

The personal data will be processed for the following purposes:

1. **Execution of a Contract:**
  - To deliver products and services.
  - For invoicing, administration, and accounting (legal obligation).
2. **Legitimate Interest:**
  - To maintain contact with you via phone or email.
  - To inform you about changes in our services or products.
  - For improving our website and services through anonymized statistics.

3. **Consent:**

- For sending newsletters and promotions (only if you have given explicit consent).
- For sending a birthday gift or congratulations.

4. **Legal Obligation:**

- Storing data for tax returns and accounting.

### **How Do We Collect Your Data?**

We collect your data through:

- Our booking system (Momoyoga or Aanmelder.nl)
- The contact form on our website
- Social media and email
- Telephone or in-person contact
- Automatically via our website (cookies, Google Analytics).

### **Retention Periods**

Solace & Serenity will not keep your data longer than strictly necessary:

- Invoices and accounting: at least 7 years (legal obligation).
- Contact details: until you request deletion.
- Newsletters: until you unsubscribe.

### **Cookies and Analytics**

Solace & Serenity uses cookies on its websites.

#### **Functional and Analytical Cookies**

Functional cookies ensure that the website works properly. Analytical cookies, such as those from Google Analytics, are used to collect anonymized data about your use of the website. Your IP address is anonymized so that this data cannot be traced back to you as an individual.

#### **Consent for Tracking Cookies**

We do not use tracking cookies that monitor your personal browsing behavior. Cookies that are not strictly necessary will only be placed after you give your consent through the cookie bar.

#### **Managing Cookies**

You can manage cookies via your browser settings. Please refer to your browser's help function for more information. Please note: some features of the website may not work optimally without cookies.

### **Sharing Personal Data with Third Parties**

We only share your personal data with third parties if this is necessary for:

1. Executing the contract (e.g., payment providers, accountants, and hosting services).
2. Complying with a legal obligation.

We have data processing agreements with all our data processors to ensure your privacy.

Examples of these parties are:

- Momoyoga and Aanmelder.nl (booking systems)
- Google Analytics (anonymous statistics)
- Stripe and ING Bank (payments)
- Our hosting provider (website management).

We never sell personal data to third parties.

### **Security of Personal Data**

We have taken appropriate technical and organizational measures to secure your data, including:

- SSL certificate for a secure connection.
- Two-factor authentication for accounts.
- Secure passwords and cloud backups.
- Secure devices (laptop and mobile phone).

If a data breach is suspected, you can contact us directly at [claire@solaceandserenity.nl](mailto:claire@solaceandserenity.nl).

### **Your Rights**

You have the right to:

- Access your personal data.
- Correct or delete data.
- Transfer your data (data portability).
- Restrict or object to the processing.
- Withdraw consent for processing based on consent.

Contact us via [claire@solaceandserenity.nl](mailto:claire@solaceandserenity.nl) to exercise these rights.

For complaints, you can contact the Dutch Data Protection Authority via [this link](#).

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#### **Legal Disclaimer**

*This document is an English translation of the original Dutch version of the "Privacy Policy" for WellBeing Retreats, organized by Solace & Serenity. While every effort has been made to ensure the accuracy of this translation, the original Dutch version shall prevail in case of any discrepancies or conflicts.*

*This Privacy Policy has been drafted in accordance with the General Data Protection Regulation (GDPR) and applicable Dutch privacy laws. Participants are encouraged to refer to the Dutch version for the definitive legal text and to consult with a legal expert if further clarification or interpretation is required.*

*By using our services, you confirm that you understand and accept the terms of this Privacy Policy, regardless of the language in which they are presented.*