

Privacy Notice

[Effective date: 1-1-2025]

Q management is committed to protecting your privacy and safeguarding the personal data you share with us. This Privacy Notice explains what personal information we collect, how we use it, and what rights you have in relation to that information.

1. Who we are

We are Q management, a company providing online and in-person training courses. We act as a **data controller** when we collect and process your personal data.

If you have any questions about this notice, please contact us at:

Email: merel@qmanagement.nl

Address:

Q management
Korte Conradstraat 13
2405 BJ Alphen aan den Rijn
The Netherlands

2. What data we collect

We may collect and process the following categories of personal data:

- **Identification and contact details:** name, email address, phone number, billing address.
- **Professional details:** job title, employer, industry sector.
- **Course-related information:** course registrations, attendance records, progress, assessment results, feedback.
- **Payment information:** invoicing details and transaction records (we do not store full payment card details; these are processed by our payment provider).
- **Technical information** (for online courses): IP address, device/browser type, login credentials, usage logs.
- **Special category data:** dietary requirements, accessibility needs, or other sensitive information you provide voluntarily for in-person training arrangements.

3. How we use your data

We process your personal data for the following purposes:

- To register you for courses and manage your participation.
- To deliver training content (online or in-person).
- To process payments and issue invoices.
- To communicate with you regarding courses, schedules, and updates.
- To provide certificates of completion and maintain training records.
- To improve our services and evaluate course effectiveness.
- To comply with legal and regulatory requirements.
- With your consent, to send you marketing communications about future courses and events.

4. Legal bases for processing

We rely on the following legal bases under the GDPR:

- **Contractual necessity:** processing necessary to deliver our training services.
- **Legitimate interests:** improving courses, maintaining training records, ensuring IT security.
- **Consent:** sending you marketing materials.
- **Legal obligation:** recordkeeping for tax or regulatory purposes.

5. Sharing your data

We may share your data with trusted third parties, including:

- **Payment providers** (for secure transaction processing).
- **Learning platforms or webinar software** (for online course delivery).
- **Accreditation bodies or professional institutes** (if certification is provided).
- **IT and cloud service providers** (hosting, email, and data backup services).

We ensure all third parties protect your data and act in compliance with applicable privacy laws.

We will not sell your personal data.

6. International data transfers

If your data is transferred outside the European Economic Area (EEA), we ensure appropriate safeguards are in place, such as Standard Contractual Clauses or equivalent protections.

7. Data retention

We retain personal data according to the following schedule:

Type of Data	Retention Period	Reason / Legal Basis
Course registrations & attendance records	5 years	To provide proof of participation, issue duplicate certificates, meet client/employer requests.
Certificates / qualifications issued	Indefinitely	To re-issue certificates and verify achievements.
Financial & invoicing records	7 years	Required under tax/accounting law.
Marketing data (mailing lists, CRM)	Until consent withdrawn or 3 years of inactivity	Based on consent; reviewed to keep data accurate and relevant.
Special category data (dietary/accessibility needs)	Deleted after the course/event	Only needed to facilitate the event; no basis to retain longer.
Online course logs (IP, login, progress tracking)	6–24 months	For troubleshooting, auditing, and learner support; balanced with data minimisation.

Type of Data	Retention Period	Reason / Legal Basis
General enquiries (emails, contact forms)	Max 12 months	To respond to queries and track service quality.

8. Your rights

Under the GDPR, you have the following rights:

- Right to access your personal data.
- Right to correct inaccurate or incomplete data.
- Right to request erasure (“right to be forgotten”).
- Right to restrict or object to processing.
- Right to data portability.
- Right to withdraw consent (where processing is based on consent).
- Right to lodge a complaint with a supervisory authority.

To exercise your rights, please contact us at merel@qmanagement.nl.

9. Security measures

We implement appropriate technical and organizational measures to protect your personal data, including:

- Encryption and secure storage of data.
- Role-based access controls.
- Regular security monitoring and audits.
- Staff training on data protection practices.

10. Updates to this notice

We may update this Privacy Notice from time to time. The most current version will always be available on our website, with the effective date shown at the top.