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Privacy Statement

Disclaimer: This is not an officially certified English translation. This translation text is for information purposes only. No rights can be derived from accidental discrepancies between this translation and the Dutch language original. The Dutch text applies in case of disputes.

To provide our professional services we need to process your contact details and other information you choose to provide us with. We have drawn up this privacy statement in order to inform you about how we handle your personal data. This privacy statement was **last updated on 26-6-2025** and applies to the services of:

EQMPower Leadership Development
Prins Hendrikkade 511B
1011TE Amsterdam
Tel: 06-15893933
Email: info@rayamedicine.nl
KVK: 60279532

EQMPower Leadership Development obtains personal data from yourself, for example the data you provide to us via the website, email, telephone, in writing or in person.

In addition, we may obtain your personal data from third parties in the context of our services, when you give someone permission to pass on your contact details to us. We do not purchase personal data from commercial providers for marketing purposes.

1. Personal data:

EQMPower Leadership Development processes the following categories of personal data:

- Name and address details
- Contact details, such as e-mail address and telephone numbers
- Content of your written communications to us
- Contact details provided in online 3rd party planning service

2. Purposes:

EQMPower Leadership Development processes this personal data for various purposes, such as:

- Maintaining contact;
- Scheduling appointments with (prospect) customers;
- Providing a good and efficient service;
- Performing administrative actions;
- Improving our services;
- Billing;
- Collecting payments;

- Marketing;
- Compliance with legal obligations;
- Litigation, if applicable.

3. Principles:

We process personal data to execute our obligations to you as specified by your agreement with us, or to comply with legal requirements. We also process personal data because EQMPower Leadership Development has legitimate interests in doing so. These legitimate interests are:

- Providing its services as efficiently and safely as possible;
- The protection of its financial interests;
- The improvement of its services;
- Security and management of its systems.

If personal data is processed on the basis of consent, this will be requested separately.

4. Provision regarding to collaboration with third parties:

Within the framework of effectively providing training & coaching services EQMPower Leadership Development may exchange personal data of its clients to its service providers on an as-needed basis.

Specifically EQMPower Leadership Development may make use of the services of third parties, such as co-trainers, administrative service providers, professional service providers pertaining to the activities mentioned under 3 above. Any third party service providers will only access and process your personal data for the aforementioned purposes when they have entered a data processing agreement with us as specified by the GDPR.

We also collaborate with IT-suppliers websites and other online cloud services such as Dropbox, Microsoft Office and Cloud, Google Suite, Calendly for scheduling. These parties are "EU-US Privacy Shield" certified, so they will comply with European privacy regulations.

EQMPower Leadership Development will not provide or resell your personal data for commercial or charitable purposes.

5. Transfer of your data outside the EEA:

Your personal data may be processed on servers located outside the EEA. The EEA is the European Economic Area, consisting of the countries of the European Union, Liechtenstein, Norway and Iceland. More specifically, your personal data may be processed by IT service providers and cloud services located within the EEA, or with servers in the United Kingdom, the United States and in Singapore.

The IT service providers in question have been selected for their implementation of, and concrete compliance with, professional online security standards and European privacy regulations.

In addition, any data you provide to us, may be stored by third parties outside the EEA when you use Microsoft, Google services, Calendly, LinkedIn or Facebook for exchanging information with us. These parties are "EU-US Privacy Shield" certified.

6. Period of data storage:

EQMPower Leadership Development will not process your personal data longer than necessary for the purposes it has stated in this privacy statement. Your personal data will be kept on file by us for no longer than 10 years after the last contact with you.

Financial administrative information must be kept for a period of time specified by Dutch law (10 years at the moment of writing) to comply with legal obligations, such as fiscal retention obligation.

7. How we protect your information:

In the storage facilities that we directly manage, EQMPower Leadership Development has taken security measures to ensure that your personal data is protected against loss or unauthorized access.

8. Your rights:

You have the right to send EQMPower Leadership Development a request to inspect your personal data. After receiving your request, you will receive an overview of your personal data within 1 month. If this reveals any inaccuracies you can request that your personal data be changed, supplemented, removed or protected.

You can also request EQMPower Leadership Development to transfer your personal data or you can object to the processing of your personal data because of special personal circumstances.

Questions about this privacy statement or a request regarding the processing of your personal data can be directed to: Josselien Janssens, contact@eqmpower.com

If you have a complaint about the processing of your personal data by EQMPower Leadership Development, please let us know. If you can't work it out with us, you have the right to file a complaint with the privacy supervisor, the Dutch Data Protection Authority. You can contact the Data Protection Authority for this purpose.

9. Changes to privacy statement:

EQMPower Leadership Development may amend this privacy statement. New versions are always directly published on the website. We therefore advise you to consult this statement before commencing new interactions with us, so that you remain aware of any changes.

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