

Customer Privacy Policy

MAY 2018

As a training and consultancy business, we like to keep in touch with people we've talked to and worked with in the past. We hold data to keep you informed of interesting things we do such as invites to events, and for administration purposes. We take your privacy very seriously; therefore, we urge you to read this policy very carefully. It contains important information about us and:

- o the personal information we collect about you, our 'users'
- o what we do with your information
- o who your information may be shared with.

Who we are

Strategic Proposals NL ('we' or 'us') is a 'data controller' and 'data processor' for the purposes of the Data Protection Act 1998 and The General Data Protection Regulation 2016/679 (i.e. we are responsible for, and control the processing of, your personal information).

Information we collect

a) Personal information you (could) provide to us

We collect your name, email address, mobile phone number, APMP qualifications, job title or role, company, course details, address and IP addresses. We do this in different situations and various scenarios, including:

- o when requesting one of our team to contact you about our products and services
- o when you register to receive ongoing updates from us
- o when joining our Alumni service
- o when booking onto an APMP certification course or other training course(s)
- o when contacting us about our services
- o when you sign up for or attend an event.

b) Personal information you provide about third parties

If you give us information about another person or group of people (e.g. for a group booking), you confirm that they have appointed you to act on their behalf and agreed that you:

- o shall consent on their behalf to the processing of their personal data
- o shall receive any data protection notices on their behalf
- o shall consent on their behalf to the transfer of their personal data abroad (only where we are being contracted to fulfil a service, e.g. training).

If for any reason an individual did not provide that third party with permission, please flag this to us via unsubscribe@strategicproposals.nl and we will remove you from our database.

c) IP addresses and cookies

We may collect information about your computer, including (where available) your IP address, operating system and browser type, for system administration and to report aggregate information. This forms statistical analysis about our users' browsing actions and patterns (e.g. through Google Analytics) but does not identify any individual, save where there is only one user at a single IP address.

For the same reason, we may obtain information about your general internet usage by using a cookie which will be placed on the hard drive of your computer. If we do this, the information on the cookies will be published on the home page of our website, www.strategicproposals.nl.

d) Monitoring communications

We may monitor the destination and content of email communications to / from strategicproposals.nl email addresses for the following purposes only:

- o quality assurance
- o to fulfil our service obligations
- o to ensure we meet legal or regulatory requirements.

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How we use the information we collect

We collect information about our users for the following purposes:

- to identify you securely
- to track prospective sales conversations
- to ensure any information you hold with us is correct
- to securely process orders and manage invoices and payments
- to discuss your future needs and how best to fulfil them
- to conduct and update you about customer research
- to ensure we correctly fulfil our products and services
- to conduct analysis to improve our products and services
- to keep you informed about new products and services
- to conduct statistical analysis to be able to compare benchmark performance on an aggregated, non-personal basis
- to simplify the administration of distribution lists (e.g. Christmas cards)
- to invite you to webinars and events
- to help you network throughout our profession and receive best practice information (e.g. through our Alumni service)
- to keep track of the projects we have delivered for you.

Who your information may be shared with

We may share your information with:

- other Strategic Proposals businesses and selected product partners – solely for meeting our service requirements in your locality or the purpose of fulfilling contractual obligations. (Our product partners are listed on <http://www.strategicproposals.nl/about-us>)
- law enforcement agencies in connection with any investigation to help prevent unlawful activity
- our designated professional services providers (e.g. accountant, legal firm or insurers) for the purposes of invoicing and dispute resolution.

Marketing

Where you have consented to us doing so, we would like to send you information about products, services, offers, research, reports, events and other aspects of our business which may be of interest to you. Such information could be sent by post, email, telephone or text message. We will ask whether you would like us to send you marketing messages on the first occasion that you provide any relevant contact information (i.e. request that we contact you, sign up for updates, attend an event, enter a competition, etc.).

If you do opt in to receive such marketing from us or other businesses, you can then opt out at any time (see 'What rights do you have?' below for further information). If you have any queries about how to do this, or are receiving messages you do not want, you can contact us using the details provided below.

Keeping your information secure

We will use system and process controls to keep your information secure. These measures may include:

- user account access to key systems controlled by unique usernames and passwords – all CRM data is stored on secure devices in the Microsoft Cloud
- the IT systems that we use typically use, e.g. stored data in the Cloud, Microsoft Office 365
- any paper copies being securely stored or destroyed in line with the data policy.

However, while we will use all reasonable efforts to secure your personal data captured via our website, in using the site you acknowledge that the use of the internet is not entirely secure. For this reason, we cannot guarantee the security or integrity of any personal data that is transferred from or to you via the internet. If you have any particular concerns about your information, please contact us using the details below.

Retaining your data

Where data has been provided for the purpose of receiving information on our products or services, we will retain it until you opt out. Any other data will not be kept for longer than is necessary for that purpose or those purposes – for example, in line with the statutory financial accounts.

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What rights do you have?

Right to request a copy of your information

You can request a copy of your information which we hold (this is known as a subject access request).

If you wish to do this, please:

- o email, call or write to us (using the contact details below)
- o give us appropriate proof on request of your identity and address
- o let us know which information you want a copy of.

We will fulfil your request with one month.

Right to correct any mistakes in your information

You can ask us to correct any mistakes in the information we hold about you free of charge. If you would like to do this, please:

- o contact us using the contact details below
- o give us enough information to identify you (e.g. your email address or telephone number)
- o let us know the information that is incorrect and what it should be replaced with.

Where the information relates to any sensitive contractual or payment details, we may request formal identification.

Right to ask us to stop contacting you via direct marketing

You can ask us to stop contacting you for direct marketing purposes. If you would like to do this, please:

- o email, call or write to us (using the contact details below)
- o let us know what method of contact you are not happy with (for example, you may be happy for us to contact you by email but not by telephone).

From time to time we may also have other methods to unsubscribe from any direct marketing, including (for example) unsubscribe buttons or web links. If these are offered, please note that there may be some period after selecting to unsubscribe in which marketing may still be received, while your request is being processed.

Right to complain

We have appointed one of our Board to the role of Data Protection Officer to manage any complaints. Without prejudice to any other administrative or judicial remedy,

Changes to the Privacy Policy

We may change this Privacy Policy from time to time. Where we do so, we will publish a notification on our LinkedIn page. You should check this Policy occasionally to ensure you are aware of the most recent version that will apply each time you access our website.

Contacting us

If you have any questions about this Policy or the information we hold about you, please contact us by:

e-mail: info@strategicproposals.nl

post: Kanaalweg 14G, 3526 KL te Utrecht

telephone: +31 (0) 30 88 96 000.

StrategicProposalsNL

Consultants met de hoogst haalbare certificering
op Bid- & Proposalmanagement

...diepgaand begrip van offerte-evaluaties dankzij
procurement-achtergrond

...Ontwerpers en bouwers van de meest
succesvolle Bid- en proposalafdelingen

...unieke ervaring in managen, ontwerpen en
produceren van winnende proposals
