

PRIVACY STATEMENT

Novet – The EFT Standard is part of Novet International and is responsible for processing personal data. It deals directly with its participants in training programs, workshops, courses, supervision, continuing education, and events. As a (potential) participant, your initial contact is often via phone or the internet, followed by in-person interactions during our activities.

Contact Information for Novet and Data Processors

Address: Alpert van Metzhof 5, 1065 AP Amsterdam

Email: info@noveteft.com

Website: www.noveteft.com

Data Controllers:

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T. Claas – +31 628972781 | taco.claas@pm.me

Protection of Personal Data

Novet respects the privacy of its participants. In conducting our activities, protecting personal data is of utmost importance. Personal data is stored solely on a password-protected laptop and a password-protected backup system. Novet complies with the requirements of the General Data Protection Regulation (GDPR). Details of how we process your personal data are documented in our processing register.

Use of Personal Data

Novet processes your personal data based on an agreement for the provision of training, courses, workshops, continuing education, supervision, and learning therapy. This data is used to:

- Provide you with relevant information about our activities.
- Track participation in our programs.
- Meet certification requirements.
- Grant discounts on future activities.
- Include your details on the Novet website.
- Send newsletters.
- Contact you via phone or email when necessary for service delivery.

- Inform you of changes to our services and products.
- Provide services effectively.

Novet does not make automated decisions that could have significant consequences for individuals.

What Data Does Novet Use?

The Novet database records the following personal data of participants in training programs, courses, workshops, supervision, and other activities (excluding treatments):

- Name, address, postal code, city of residence.
- Date of birth.
- Phone number and email.
- Company and job-related details.
- Certification results and supervisory notes.
- Educational background and professional experience.
- Any relevant medical complaints and psychopathology.

Purposes of Data Usage

- Tracking participation in training programs, workshops, continuing education, supervision, etc.
- Maintaining participant information for the Novet website.
- Managing Novet's mailing lists:
 - A private list for Novet participants only.
 - A public list where individuals can subscribe, including Novet participants.
- Determining eligibility for training programs, courses, or workshops.
- Aligning offerings to participants' needs.
- Properly handling complaints received.

Legal Basis for Data Processing

Novet processes your personal data for the following reasons:

- Fulfilling the agreement we have with you.
- Serving the legitimate interests of Novet.
- Processing data for services you have given explicit consent for.

Data Retention Periods

- To facilitate discounts on future courses and allow participants to continue education at their own pace, personal data and intake forms are retained for 10 years in the Novet database.
- Upon request or in the event of a participant's passing, personal data will be permanently deleted.
- Personal data related to complaint handling is anonymized at the end of each calendar year.

Security of Personal Data

- Novet – The EFT Standard only shares personal data with third parties (e.g., newsletters) if necessary for fulfilling our agreement with you or complying with legal obligations.
- Novet maintains a digital database for its participants, where intake forms are stored securely with password protection.
- Novet regularly backs up its data, with backups secured by passwords.
- Software is updated regularly to ensure optimal security.
- External parties do not have access to personal data, except for information explicitly requested by participants to be listed on the Novet website.

Accessing, Modifying, or Deleting Your Data

- You have the right to access, correct, or delete your personal data.
- You also have the right to withdraw consent for data processing or object to Novet processing your data.
- You can request that we transfer your data to yourself or a third party.
- To request access, correction, deletion, or transfer of your data, or to withdraw consent, email info@official-eft.nl.
- To verify your identity, please attach a copy of your ID, making sure to black out the following:
 - Your photo
 - MRZ (machine-readable zone at the bottom of your passport)
 - Passport number
 - Citizen Service Number (BSN)
- This is to protect your privacy.

We will respond to your request as soon as possible, but no later than four weeks.

- Visitors to the Novet website can subscribe to our free newsletters. The confirmation email will state that your details will only be used for that newsletter.
- All communications provide an unsubscribe option for newsletters.
- If you disagree with how Novet handles your data, you may file a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) via this link:
<https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>.

This statement was last updated on February 1, 2025.