

Lengua Viva Linguistic Services, with its registered office in Culemborg, the Netherlands, is responsible for the processing of personal data as stated in this privacy statement.

Contact details:

Website: <https://www.lenguaviva.nl/>  
Address: Culemborg, The Netherlands  
Telephone number: +31 637542569

Mrs. K. Rijff-Molenaar is the Data Protection Officer of Lengua Viva Linguistic Services. She can be reached via [info@lenguaviva.nl](mailto:info@lenguaviva.nl).

## Personal data that we process

Lengua Viva Linguistic Services processes your personal data because you use our services and/or because you provide them to us yourself. Below you will find an overview of the personal data that we process:

- First name and surname
- Address details
- Telephone number
- E-mail address
- Other personal data that you actively provide, for example by creating a profile on this website, in correspondence and by telephone.
- Bank account number

## Special and/or sensitive personal data that we process

Our website and/or service does not intend to collect information about website visitors under the age of 16, unless they have parental or guardian permission. However, we cannot verify whether a visitor is over 16 years of age. We encourage parents to be involved in their children's online activities in order to prevent the collection of information about children without parental consent. If you believe that we have collected personal information about a minor without that consent, please contact us at [info@lenguaviva.nl](mailto:info@lenguaviva.nl) and we will delete that information.

## For what purpose and on what basis do we process personal data?

Lengua Viva Linguistic Services processes your personal data for the following purposes:

- Processing your payment
- To be able to call or email you if this is necessary to carry out our services
- To deliver goods and services to you
- Lengua Viva Linguistic Services also processes personal data if we are legally obliged to do so, such as data we need for our tax return.

## Automated decision-making

Lengua Viva Linguistic Services does not take decisions on the basis of automated processing operations on matters that could have (significant) consequences for individuals. These are decisions taken by computer programs or systems, without a human being (for example an employee of Lengua Viva Linguistic Services) being involved. Lengua Viva Linguistic Services uses the following computer programmes or systems: Microsoft Windows, Microsoft Office and Trados Studio.

## How long we retain personal data

Lengua Viva Linguistic Services does not retain your personal data longer than is strictly necessary to achieve the purposes for which your data are collected.

## Sharing personal data with third parties

Lengua Viva Linguistic Services only provides personal data to third parties if this is necessary for the execution of our agreement with you or to comply with a legal obligation.

## Cookies, or similar techniques, that we use

Lengua Viva Linguistic Services only uses technical and functional cookies. And analytical cookies that do not infringe your privacy. A cookie is a small text file that is stored on your computer, tablet or smartphone the first time you visit this website. The cookies we use are necessary for the technical operation of the website and for your ease of use. They ensure that the website works properly and remember, for example, your preferred settings. They also enable us to optimise our website. You can unsubscribe from cookies by setting your internet browser in such a way that it no longer stores cookies. In addition, you can also delete all information previously stored via your browser's settings.

## View, modify or delete data

You have the right to view, correct or delete your personal data. In addition, you have the right to withdraw your possible consent for the data processing or to object to the processing of your personal data by Lengua Viva Linguistic Services and you have the right to data transfer. This means that you can submit a request to us to send the personal details of you that we have in our possession in a computer file to you or another organisation you have mentioned. You may send a request for inspection, correction, deletion, data transfer of your personal data or a request for withdrawal of your consent or objection to the processing of your personal data to [info@lenguaviva.nl](mailto:info@lenguaviva.nl). To ensure that the request for inspection has been made by you, we ask you to enclose a copy of your proof of identity with the request. In this copy, make your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and Burgerservicenummer (BSN, or social security number) black. This is to protect your privacy. We will respond to your request as soon as possible, but within four weeks. Lengua Viva Linguistic Services would also like to point out that you have the option of submitting a complaint to the national supervisory authority, the Personal Data Authority. This can be done via the following link: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>.

## How we secure personal data

Lengua Viva Linguistic Services takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorised access, unwanted disclosure and unauthorised modification. If you have the impression that your data is not properly secured or there are indications of misuse, please contact us at [info@lenguaviva.nl](mailto:info@lenguaviva.nl).