



# Data Privacy Statement

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## 1. Introduction

The Hague Academy for Local Governance (THA) processes personal information and other data in accordance with the European General Data Protection Regulation (GDPR). Your privacy matters a lot to us and we handle your personal data with care. Below, you will find details of exactly what you can expect from us and the rules we apply.

### *Definitions*

**Personal data** means any information relating to an identified or identifiable natural person; **processing** in the sense of processing of personal data means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

### *Applicability*

This Privacy Statement applies to the processing of personal information (hereinafter referred to as personal data) provided by students, experts, alumni, visitors, guests, donors, associates and other contacts as well as data obtained through visits to and the use of the website [www.thehagueacademy.com](http://www.thehagueacademy.com)

### *Controller*

In GDPR terms, the controller is the organisation responsible for processing the data, which in this case is Stichting (Foundation) The Hague Academy for Local Governance, Nassaulaan 12, 2514JS, The Hague, The Netherlands, registered in the trade register of the Haaglanden Chamber of Commerce under number 27293917.

## 2. What personal data does the Hague Academy for Local Governance process and why?

We collect personal data for specific purposes. For course applications we ask for instance for contact details such as name, country of residence, phone-number and email-address, but also background information. Sometimes we also ask for passports, in case we need to support visa applications or book a flight. For tailor made information services such as course announcements, we collect mail addresses and interest fields.

We process personal data for the following specific purposes:

**Statutory obligations:** A small portion of the data processing is needed to comply with our legal obligations.

**Course registration:** The Hague Academy website allows potential participants to register for a course of their choice. By doing this, you in fact enter into an agreement with The Hague Academy. This is your own responsibility and you will need to add some of the personal data mentioned earlier.

Once you have registered for a course or programme at THA, your personal data is needed to organise the course activities. In this respect, with the participant's permission, personal data for example may be shared for the purposes of study visit preparations. Personal data is also shared with the security department of the Willemshof building that houses The Hague Academy, so that an access pass can be made for the duration of your course.

If pertinent and with the student's consent, personal data is shared with third parties for the purposes the accommodation. In addition, and again with the participant's consent, data can be shared with other students and invited experts (name, country of origin, e-mail).

**Participants Network:** Everyone registered on a course consents to become a member of that course group on our online platform. Personal data is used to create the course group. This enables the group to receive all relevant course information, share knowledge and obtain the best possible shared experience.

**Alumni list:** At any point in time, all participants can state whether they wish to remain in the Hague Academy CRM-system after the course so that they can receive relevant information (newsletters, courses, events, lectures etc.)

**Services:** You can contact us via various channels such as telephone, post, email, Facebook, LinkedIn or by using the contact request on our website. By doing so you provide your consent to-process your personal data, such as name and e-mail address for us to follow up on your request.

**Newsletters:** You can register for our newsletters and course information, which contains information about activities, services and other information of interest. If you no longer wish to receive a newsletter, you can unsubscribe on the newsletter

itself, or by sending an email to the Privacy Officer to [po@thehagueacademy.com](mailto:po@thehagueacademy.com), or to the general address [info@thehagueacademy.com](mailto:info@thehagueacademy.com)

**Visitor records:** Visitor details are also recorded for safety reasons to protect the vital interest of our participants in case of emergency. The safety of all visitors and employees of the institutions housed in the Willemshof is of great importance to everyone on the grounds. Personal data that can be processed for this purpose includes camera images or vehicle registration details if you have been permitted to drive onto the site by car. There are cameras in various places on the site in order to protect access to the property, and by entering the building you agree to this process.

**Fundraising and donations:** If you make a financial contribution to our objectives as a donor or sponsor, the Hague Academy for Local Governance collects contact details, such as name, address, telephone number, email address, job description, areas of interest and bank details. This is done with your consent in order to maintain contact with everyone and provide relevant information, and in some cases to comply with our legal obligations.

### 3. Your personal data and third parties

The Hague Academy for Local Governance never sells your personal data to third parties. However, THA does make use of the services of other parties. This happens only after security and privacy screening, and after the company concerned has signed an agreement regarding the use and protection of personal data.

The GDPR gives you certain rights. We do our utmost to respect and meet these. To exercise your rights, you can contact our privacy officer via [po@thehagueacademy.com](mailto:po@thehagueacademy.com). You can also use this email address if you have questions about the way in which we handle your data or any other questions or comments about this privacy policy. You have the following rights:

- Information and access: You can obtain information at no charge about your data processed by THA.
- Right to rectification: If you believe that we have inaccurate information about you, you can arrange to have your data changed by notifying us about this.
- Right to be forgotten: You are also permitted to ask us to erase your data from our database. However, you must realize that we cannot always comply. If there are legal obligations that require us to keep the information on file for a longer period, we will do so. This is the case regarding contracts, for example.
- Right to restriction of processing: If you believe that we are processing your personal data unlawfully or improperly, you can also have this processing restricted. We will handle any of the above requests to consult, adapt, restrict or delete personal data immediately and you will be notified about the action taken in response at the latest within a month of receiving your request.
- Right to object: If you wish to object to the (continued) processing of your personal data, you can contact us. The Hague Academy will handle your objection immediately, at the latest within one month, and will delete any relevant personal data, unless we are obliged to retain it as a result of a statutory obligation. If this is the case, we will notify you of this.
- Right to data portability: If you wish, you can obtain your personal data from us in a machine-readable format, for example if you would like to transfer it to another organisation. To do this, please contact us. In addition, you can also withdraw your permission, for example to receive e-mailings.

If you have any complaints about the way in which the Hague Academy processes your personal data or handles your requests, you can contact our privacy officer. If this still does not resolve the issue, you can always make use of your right to submit a complaint to the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).

## 4. How does the Hague Academy for Local Governance protect your personal data?

a. THA has taken appropriate technical and organisational measures to protect your personal data. This protects your personal data against unauthorised or unlawful processing as well as deliberate loss, destruction or damage.

b. In providing our services, we enlist third parties to process personal data. If these third parties process personal data in providing their services, they do this in the capacity of what is known as processor for the Hague Academy for Local Governance. The service provider concerned receives only the necessary data from us and is obliged to protect your personal data. An SSL certificate has been installed on all webforms. In addition, the data is stored in a secured database. We enter into agreements with all our processors that oblige the processor to observe all of the obligations in the GDPR and in this privacy policy.

c. Links: The Hague Academy's website includes a number of links to other organisations' websites, THA is not responsible for the way in which these parties process personal data. So if you decide to explore these links, you need to be aware of the privacy statement of the organisation concerned.

### *Retention periods*

We retain your data insofar as this is necessary to achieve the purposes for which we are processing your data and for no longer than is permitted by law. The ultimate retention period depends on the type of personal data.

Immediately after a course or programme, we will erase and/or anonymise the personal data unless obliged by law to retain certain personal data for longer or unless you have given permission.

### *Changes*

The Hague Academy for Local Governance reserves the right to make changes to this privacy statement. To be sure of the current privacy policy, you should regularly check this privacy statement.

## 5. Cookie statement

In offering its services, the Hague Academy for Local Governance uses cookies.

What is a cookie? Cookies are small, simple text files that your computer receives when you visit our website. Cookies are used on practically all websites. The use of cookies is important for the service provided by the Hague Academy via the website and we would therefore like to inform you as fully as possible about our use of cookies.

With the help of cookies, THA can ensure, for example, that you do not repeatedly receive or have to enter the same information when you visit our website. This makes using our website easier for you. Thanks to cookies, we can also see how the website is being used and where we can still make improvements.

### *Types of cookies*

#### 1. Necessary cookies and cookies for requested services

Some cookies are essential to ensure our website works effectively or in order to provide you with a service you have requested, such as an automatic log-in or the automatic completion of your details.

#### 2. Optimisation cookies

One of the reasons we use these cookies is to collect information. This information shows us which pages are visited the most, which pages are effective and which result in error messages. We use this information to optimise user convenience on the website and we do not track individual visitors.

The Hague Academy for Local Governance website uses Google Analytics, a third party. Google Analytics is a Google service for collecting statistics and data from a website and providing a detailed summary of it. Using Google Analytics, we can view data about visitors' behaviour, how many there are, where they come from and which pages are visited. This enables us to respond more effectively to users' needs.

The information collected by Google Analytics is used only to provide the Hague Academy with information about the use of the website and is not shared with third parties.

#### 3. Social media cookies

If you are logged on to your social media websites (Facebook, Google, etc.) and have given permission on the Hague Academy website for this category of cookie, you can make use of additional features. This includes sharing information simply by using Facebook Like, Google+, Twitter, etc. For details of the cookies used by social media parties and any data they may collect using them, we refer you to the statements these parties provide about this on their own websites. Please note that these statements may change regularly. The Hague Academy has no influence on this.



How can you refuse cookies? You are always entitled to refuse cookies. To do this, you can adjust the settings on your web browser (for example, Internet Explorer, Google Chrome or Mozilla Firefox) to refuse all cookies or only specific cookies (for this, consult your web browser guide). If you refuse cookies, it is possible that you will not be able to use certain services on the website properly or they may not be available to you.

We will be happy to answer any questions you may have regarding this Policy. For this, please contact our privacy officer by email at [po@thehagueacademy.com](mailto:po@thehagueacademy.com)