Privacy Policy

This privacy policy is based on Christel Serneels, natural person, sole proprietorship, acting under the commercial name Journey For All - Zola, with headquarters in 3271 Zichem, Pater Richard Van De Wouwerstraat 71, registered with company number 1025.338.696, hereinafter referred to as 'Journey For All'.

Journey For All takes the protection of personal data and the privacy of its customers and the users of its website very seriously and subsequently, the following privacy policy was drafted.

The current privacy policy has been prepared in accordance with GDPR legislation or Regulation 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC, known under the General Data Protection Regulation and the relevant national legislation.

This Privacy Policy is tailored to the use of the website academy.journeyforall.eu, hereinafter referred to as the 'website'. Any updates, amendments or changes to the Website may result in changes to this Privacy Policy. It is therefore advisable to regularly consult the content of the Privacy Policy.

Furthermore, this Privacy Policy applies only to the website of Journey For All. If the Website contains links to other websites, these other websites are subject to their own privacy policies. Journey For All is not liable for the privacy measures and/or the content of these websites. Thus Journey For All recommends also consulting the privacy policy of these other websites.

I. **Identification**

Christel Serneels, natural person, sole proprietorship, acting under the commercial name Journey For All - Zola, with headquarters in 3271 Zichem, Pater Richard Van De Wouwerstraat 71, registered with company number BE 1025.338.696.

Email address: journeyforall@proximus.be

Phone: +32 496 520 974

I. **Personal data that are processed**

Journey For All collects personal data provided by its customers and users.

Herewith an overview of the personal data processed by Journey For All:

- Identification data (i.e. name, first name, email address,…)
- Electronic identification data (i.e. cookies)

I. **Legal basis**

General purposes

Journey For All processes personal data for the following purposes:

- **Identification data:** are processed so that Journey For All can provide its services to the customer or can answer users' questions coming via the website or email.

Legal basis: Execution of an agreement or consent

- **Electronic identification data:** are processed to optimize the operation of the website.

Legal basis: Consent or legitimate interest

Marketing purposes

The personal data mentioned above can also be used for direct marketing purposes. In this case, explicit consent will always be requested first.

I. **Rights**

The rights of the customers and users of the website (under certain conditions):

- Request access to personal data,
- Request a copy of personal data,
- Request a correction of personal data,
- Request that the personal data be deleted,
- Object to processing of personal data (e.g. for marketing purposes),
- Withdrawal of consent at any time (e.g. cancel the newsletter).

If you withdraw your consent, your personal data will no longer be used for the purposes for which you withdrew consent. However, the withdrawal of consent does not affect the legal preservation obligation incumbent on Journey For All, or the lawfulness of the data processing operations that may be carried out without your consent (such as the processing operations necessary for the performance of the agreement), or the processing operations that already took place prior to the withdrawal of your consent.

You can exercise the above-mentioned rights by sending an email to journeyforall@proximus.be.

Exercising the above-mentioned rights is in principle free of charge. A fee can be charged only when the request is manifestly unfounded or excessive. In certain cases, it may also be opted not to act on the request, if, for example, this is contrary to a legal obligation incumbent on Journey For All.

If you think Journey For All is not processing your data lawfully and/or according to the legal provisions, you can file a complaint with the national regulator; i.e. the "Gegevensbeschermingautoriteit" (Belgian Data Protection Authority). This can be done at the Gegevensbeschermingsautoriteit, Drukpersstraat 35, 1000 Brussels, Phone +32 2 274 48 00 or Fax +32 2 274 48 35, contact@adp-gba.be, https://www.gegevensbeschermingsautoriteit.be/contact. The email address to be provided is journeyforall@proximus.be.

However, we ask you to initially inquire with Journey For All via journeyforall@proximus.be or phone +32 484 70 45 67. Any problems/misunderstandings will often be easily resolved.

- **Data retention period**

Journey For All keeps the personal data only during the period necessary to fulfill the objectives as described in the Privacy policy under article III.

If a longer retention period is justified by law or by compliance with another legal obligation, Journey For All may retain the data for a longer period.

In any case, the retention period will not exceed 7 years.

- **Data security**

Journey For All takes the protection of personal data seriously and takes all appropriate measures to prevent misuse, loss and unauthorized access. The company aims to continue to take appropriate measures in the future, taking into account the state of the art, implementation costs, context, processing purposes and possible risks to the rights concerned.

Journey For All's website is protected by an SSL-certificate.

If the customer might have the impression that the personal data is not being properly secured, please be sure to contact Journey For All via journeyforall@proximus.be.

- **Sharing data with third parties**

Journey For All will not disclose personal data to third parties unless this is necessary in the context of providing the services and optimising them (such as, but not limited to, administration, processing payments, etc.).

Journey For All guarantees data security on the part of its employees and subcontractors. This specifically means that the employees and subcontractors of Journey For All are bound by confidentiality and that only they, for whom it is necessary in the framework of the execution of the agreement, are granted access to your personal data and that they are contractually bound to the correct processing of the above-mentioned data.

If it is mandatory for Journey For All to disclose your personal data to third parties in this context, the relevant third party is obliged to use the personal data in accordance with the provisions of this Privacy policy.

Without prejudice to the foregoing, Journey For All may disclose personal data to the competent authorities (1) when Journey For All is required to do so by law in the context of a judicial or prospective legal procedure and (2) to safeguard and defend its rights.

Journey For All will under no circumstances sell your personal data to third parties.

- **Data controller and questions**

Your personal data will always be processed within the competence of Journey For All who is also the contact person in case of questions and/or complaints in the framework of this privacy policy.

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