# Privacy Policy – Dutch School Navigator

*Last updated: April 29, 2026*

Dutch School Navigator (part of Hallo Nederlands) is committed to protecting the privacy of our clients. Because we guide families and companies through the education and integration of children, we process highly sensitive and personal information. This Privacy Policy transparently explains which data we collect, why we do so, and how we secure it using the highest (end-to-end encrypted) standards, fully in accordance with the EU General Data Protection Regulation (GDPR).

## Article 1. Who is responsible for your data?

Dutch School Navigator is part of Hallo Nederlands, established at Flevoplantsoen 3, Almelo, 7607 LW, Almelo, Netherlands, registered with the Dutch Chamber of Commerce under number 98380516. We are the Data Controller for the processing of personal data as described in this privacy policy. If you have any questions regarding your privacy, please contact us at: info@dutchschoolnavigator.nl.

## Article 2. Which personal data do we process?

We process your personal data because you use our services and/or because you provide this data to us yourself. The specific data we require depends on the service you purchase:

**A. Purchase of digital products (downloads)**

When you only purchase an e-book, guide, or checklist through our webshop, we do **not** require any data regarding your child. In this case, we exclusively process the basic data of the purchaser for payment and delivery:

- First and last name
- Email address
- Payment and billing details

**B. Consultancy, advisory sessions, and school search trajectories**

To provide successful school placement and educational advice, specific information about the child is **strictly necessary**. Without this basic information, we cannot perform our services. In addition to the contact details of the parents, we always process the following in these trajectories:

- The exact age and date of birth of the child.
- The school history and current educational level of the child.
- Current address and/or the future residential address in the Netherlands.

**C. Special and/or sensitive personal data (Optional)**

If the child requires extra support (for example, through the Dutch 'Passend Onderwijs' system), it can be highly beneficial for consultations with schools if we have insight into specific reports. We process medical, psychological, or ortho-didactic data (such as IQ tests or diagnoses like dyslexia, dyscalculia, ADHD, or ASD) **only if the parents possess this data themselves and share it with us voluntarily**.

## Article 3. What are the legal grounds for processing?

We process personal data exclusively based on the following legal grounds from the GDPR:

1. **Performance of the contract:** To deliver and bill the service (digital downloads, school search, or consultancy).
2. **Explicit consent:** For the processing of optional special personal data (such as medical or psychological reports from category C), we **always request prior explicit written consent** via our intake form or the quotation. This consent can be withdrawn at any time.
3. **Legal obligation:** We are legally required to maintain our financial administration for the Dutch Tax Authorities.

## Article 4. How long do we retain your data?

Dutch School Navigator does not retain personal data longer than strictly necessary to realize the purposes for which the data was collected.

- **Substantive client dossiers (including children's reports):** These are securely stored for a maximum of **1 year** after the official completion of the advisory trajectory or school placement for potential aftercare or follow-up questions. After this year, the full substantive dossier is **permanently destroyed**.

- **Administrative data (invoices, quotations, payment proofs):** We retain these for **7 years**, in accordance with the statutory retention obligation of the Dutch Tax Authorities.

## Article 5. Sharing personal data with third parties (Our systems)

We never sell your data to third parties. We only share your data with third parties if this is necessary for the execution of our agreement with you (for example, contacting a school, always in direct consultation with you) or to comply with a legal obligation.

**Deployment of freelancers and experts**

To support our services (for example, for local school searches or specific educational expertise), Dutch School Navigator occasionally engages independent freelancers. These professionals only receive access to the personal data strictly necessary for their specific task. We sign strict confidentiality and data processing agreements with all our freelancers. They are legally and contractually obliged to respect the confidentiality of your data and to work according to our security standards.

**Our software and systems**

Dutch School Navigator operates from a strict 'privacy-first' approach and minimizes the use of external software. We utilize the following strictly selected processors, with whom we have concluded data processing agreements:

- **Communication & Data Storage (Proton):** All our emails, client dossiers (documents), and video calls are handled via *Proton for Business*. This platform is based in Switzerland (a country with an EU adequacy decision) and uses *zero-access end-to-end* encryption. This means that even Proton has no access to your (sensitive) child dossiers or conversations.
- **Financial Administration:** We use the Dutch accounting system *e-Boekhouden.nl* for creating secure quotations and invoices.
- **Payment Processors:** We use *Stripe*, *PayPal*, and bank transfers for handling secure payments.
- **Booking Software:** We use *Cal.eu / Cal.com* for scheduling appointments.
- **Website:** We use *WordPress/Elementor*, hosted via *TransIP* (Dutch servers).

## Article 6. Cookies, or similar techniques, that we use

Dutch School Navigator uses **only** technical and functional cookies on its website (https://dutchschoolnavigator.nl/). A cookie is a small text file that is stored on your computer, tablet, or smartphone upon your first visit to this website. The cookies we use are strictly necessary for the technical operation of the website and your ease of use (such as remembering the contents of a shopping cart). We do **not** use invasive tracking cookies, pixels, or third-party systems that track your surfing behavior across the internet.

## Article 7. Accessing, adjusting, or deleting data (Your rights)

You have the right to access, correct, or delete your personal data. Additionally, you have the right to withdraw your consent for data processing (for example, for the shared school dossier) or to object to the processing of your personal data by Dutch School Navigator. You also have the right to data portability. You can send a request for access, correction, deletion, or portability of your personal data to info@dutchschoolnavigator.nl. We will respond as quickly as possible, but no later than within four weeks, to your request.

Dutch School Navigator would also like to point out that you have the option to file a complaint with the national supervisory authority, the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).

## Article 8. How we secure personal data

Dutch School Navigator takes the protection of your data extremely seriously. In addition to using end-to-end encrypted Swiss servers for our communication and data storage, we use a reliable TLS certificate (HTTPS) on our website. Access to our systems is strictly secured with passwords and two-factor authentication (2FA). If you have the impression that your data is not properly secured or there are indications of misuse, please contact us immediately via info@dutchschoolnavigator.nl.