

Privacy statement online services Dialogic innovation & interaction

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NB: please note that this version has been translated to English using a translator application; only the [Dutch version](#) has any formal validity.

Processing purposes

We process personal data in order to be able to offer you access to, and functionalities on, Dialogic's online services. This primarily involves interactive dashboards and analysis modules and questionnaires. We use your personal data for the following purposes:

- Making specific parts (pages, dashboards, sharing datasets, and material uploaded by you or others) accessible to specific (groups of) people.
- Providing individual support.
- Sending you necessary emails about your account and security notifications.
- Security and data protection.
- Our surveys (in the case of questionnaires). We always indicate the purpose of the research. You choose which data you share with us.

Some services or components are subject to a specific privacy statement. We will clearly indicate this in those cases.

Within our online services, you are identified by an account. You log in based on a username or email address and password, or by logging in using an account with a third-party service. We (may) store the following data in your account data:

1. Username and/or email address. You provide this to us when you create an account.
2. Password (only if you do not choose to identify yourself through a third party). You choose the password yourself when creating an account or it is chosen by us. You can change the password at any time. We store the password with irreversible encryption.
3. A unique third-party identifier that you use to log in (if you choose to identify yourself through a third party). This is provided to us by the third party as soon as you log in for the first time and identify yourself through the third party.
4. First name, prefix and last name. You provide it to us when you create an account, or it is provided to us by the third party with whom you identify yourself.
5. Preferences, including your language and color settings. You choose this yourself and/or we derive it from information that your browser or system provides to us.
6. The IP address and other technical characteristics of the systems you use to use our services.
7. A unique session code that we use to associate a specific session with your account. We place this code in a cookie.

Identity and contact details of the controller

Research and consultancy firm Dialogic Innovation & Interaction (hereinafter: Dialogic) is responsible for processing. We can be reached via the following contact details:

Dialogic innovation &
interaction Hooghiemstraplein
33-36
3514 AX Utrecht
Phone: 030 215 0580
Website: www.dialogic.nl
Email: info@dialogic.nl

Identity of the processor(s)

Dialogic itself is the sole processor.

Recipients of the personal data

We do not provide your personal data to other parties, unless there is a legal obligation to do so.

Legal basis

The legal basis for processing is your consent (Art. 6(1)(a) GDPR). You can withdraw your consent at any time without giving any reason. To do so, please contact us using the contact details above.

Retention period

Dialogic innovation & interaction does not store your personal data any longer than strictly necessary to achieve the purposes for which your data is collected. We use the following retention period for the following (categories of) personal data:

- IP address, technical characteristics – as long as you are logged in, and up to 6 months after that.
- User Account – Your user account will be deleted in the following situations:
 - When the holder or the client of the project makes a request to delete the user account.
 - At your request.
 - At Dialogic's discretion, such as in the event of suspicion of abuse or the non-payment of invoices.

Your further rights

Right of access

You have the right to access your own personal data.

Right to rectification

You have the right to have your personal data rectified or supplemented.

Right to erasure and right to be forgotten

You have the right to erasure of your personal data and the 'right to be forgotten' in the following cases:

- Your personal data is no longer relevant for the purposes set out above.
- We process your personal data unlawfully.
- You have withdrawn your consent.

If one of these applies, we will delete your personal data upon request without undue delay.

Right to restriction

You have the right to restrict the processing of your personal data in the following cases:

- If you have the right to erasure (see above), but you do not want the personal data to be erased, for example because you need the data for a legal case.
- If you believe that the personal data we hold about you is inaccurate and you are waiting for us to check or rectify it.

Restriction means that we are no longer allowed to process your personal data without consent (with the exception of storing the data, processing for the protection of another person, processing in the public interest and processing in legal proceedings).

Right to data portability

You have the right to obtain from us a copy of the personal data you have provided to us. The copy must be provided in a structured, commonly used and machine-readable format (CSV, JSON, XML, etc.).

Right to lodge a complaint

Do you think we are not following the rules? You have the right to file a complaint with the Dutch Data Protection Authority.

Provision required

Your personal data is necessary to achieve the purposes set out above, and therefore provision is required. We do not require more personal data than necessary. If you choose not to allow us to process your data, we will not be able to provide you with access to our online services and/or all functionalities.