



## Privacy Regulations Coaching Monitor

*Dutch Association of Professional Coaches (NOBCO)*



These privacy regulations aim to inform users of the Coaching Monitor about the way in which personal data are processed.

These privacy regulations consist of four sections:

- A: Definitions,
- B: Coachee,
- C: Coach and
- D: Peer.

**Version 2.0 - May 2018**

## **A: DEFINITIONS**

1.1 **The Coaching Monitor:** an online evaluation instrument that allows for monitoring and evaluating coaching tracks, conducting 360-degree feedback, facilitating scientific research and gathering sectoral information.

1.2 **Personal data:** all privacy-sensitive information about a private person, being coachee, coach or peer.

1.3 **Providing personal data:** disclosing or otherwise making personal data available in the Coaching Monitor, whether or not on the basis of answers to questions.

1.4. **Processing of personal data:** all possible actions related to personal information such as gathering, recording, organising, structuring, saving, updating or changing, calling up, consulting, using, forwarding, spreading or in any way making available, aligning or combining, protecting, deleting or destroying personal data.

1.5 **Controller:** a private or legal person, government institute, service or other body who/that, alone or with others, determines the goal and the means of processing personal data, being:

**Dutch Association of Professional Coaches (Stichting Nederlandse Orde van Beroepscoaches [NOBCO]) registered at Nijkerk, postal address: Post Office Box 1167, 3860 BD Nijkerk.**

The contact information of the controller and its data protection officer are mentioned in Appendix A belonging to these regulations.

1.6 **Processor:** a private or legal person, government institute, service or other body who/that, alone or with others, processes personal information on behalf of the controller, being:

**a. the private limited company Motivation Office Support B.V., registered at Nijkerk.**

**b. the private limited company eCoachPro B.V., registered at Tilburg.**

**c. the partnership firm Basemotive V.O.F. registered at Amsterdam and**

**d. the private limited company True B.V., registered at Amsterdam.**

**e. the private limited company Mobile Tulip B.V., acting under the name 'MessageBird', registered at Amsterdam.**

The contact information of these processors is mentioned in Appendix B belonging to these regulations.

1.7 **Coach:** the person deploying the Coaching Monitor within a coaching track and whose personal data are processed.

1.8 **Coachee:** the person who is supervised by a coach and whose personal data are processed.

1.9 **Peer:** coachee's personal contacts whose personal data are processed.

1.10 **360-degree evaluation:** feature of the Coaching Monitor for the purpose of which the coachee authorises the disclosure of personal information to peers, whose feedback about the coaching track is provided to the coach and coachee involved.

1.11 **Coach pool:** feature of the Coaching Monitor for which the coachee or a third party provides

information for the purpose of an intake and matching procedure aimed at finding a coach for the coachee in question.

1.12 Coach pool manager: the coach charged with management of the coach pool.

## **B: COACHEE SECTION**

### **2. Processing goals**

The main goals of processing personal data are:

- A: Evaluation of the coaching track;
- B: Providing insight into the differences between coaches ('benchmarking');
- C: Scientific research.

Additional goals are the processing of personal data for the purpose of peer feedback (360-degree evaluation) and finding a suitable coach for the coachee in question (coach pool). Additional permission is always requested for these applications.

Personal data are collected by means of online questionnaires completed by the coachee. No more personal data will be saved or kept other than data relevant for the goal.

### **3. Legal grounds for data processing**

- 3.1. Personal data processing is pursuant to the coachee's permission.
- 3.2 The coachee can withdraw his or her consent at any time.

### **4. Receivers of personal data**

- 4.1 A coachee's personal data are only provided to the coach of the relevant coachee.
- 4.2. Personal data are provided to peers for the purpose of 360-degree evaluation exclusively following explicit permission by the coachee.
- 4.3. Personal data are provided to the coach pool manager for the purpose of matching a coach and a coachee exclusively following explicit permission by the coachee.
- 4.4. Personal data used for the purpose of scientific research are always used anonymously and therefore never traceable to an individual coachee.

## **5. Coachee rights**

### **5.1 Inspection right**

The coachee has the right to acquaint him/herself with all recorded data that concern him/her and to receive a copy of this information. He or she shall submit a substantiated written request to the NOBCO officer, who shall refer the request to the coach on whose initiative the data in question were collected. If the officer feels it is likely that direct access may lead to health damage to the coachee or in incorrect interpretation of the recorded data, he or she can recommend access to occur only under his/her supervision. The controller shall inform the coachee in writing within four weeks after receipt of the request.

### **5.2 Right to rectification**

The coachee can request rectification or supplementation of the data that concern him/her in order to rectify mistakes or omissions. He or she shall submit a substantiated written request to the controller. The NOBCO shall inform the coachee in writing within four weeks after receipt of the request.

### **5.3. Right to forget**

The coachee has the right to have all his or her personal information be immediately deleted in case:

- a) the personal data are no longer necessary for the purposes for which they have been provided;
- b) he or she has revoked consent in accordance with article 3.1 and there are no other legal grounds for processing;
- c) the personal data were processed unlawfully, or
- d) the personal data are to be deleted for the NOBCO to comply with legal obligations.

The coachee shall submit a substantiated written request to the NOBCO. The NOBCO shall inform the coachee in writing within four weeks after receipt of the request.

### **5.4. Right to limit processing**

The coachee has a right to temporarily limit processing in case:

- a) the accuracy of the personal data is contested by the coachee;
- b) the personal data are processed unlawfully but the coachee does not request the personal information to be deleted;
- c) the NOBCO no longer requires the data, but the coachee requires the data for a legal matter;
- d) the coachee has objected to the processing of the data.

The coachee shall submit a substantiated written request to the NOBCO. The NOBCO shall inform the coachee in writing within four weeks after receipt of the request.

### **5.5. Right to transference of the data**

The coachee has a right to be granted access to the personal data he or she has provided to the NOBCO in a structured, conventional and machine-readable way, and to transfer these data to a third party without being obstructed by the NOBCO.

## **5.6 Right of complaint**

In case the coachee feels that the stipulations of these regulations and/or the General Data Protection Regulations (AVG) are not complied with, the coachee has a right to file a complaint with the Dutch Data Protection Authority.

## **6. Retention periods**

### **6.1 Deactivation account**

Personal data are saved no longer than necessary for the realisation of the goals for which they are processed. After a maximum of 100 weeks after activation of a coachee account within the Coaching Monitor, which is the maximum evaluation period of a coaching track, an account is automatically deactivated. A coachee account can also be deactivated manually by the coach.

### **6.2 Anonymisation**

Within four weeks after deactivation of a coachee account, all traceable personal data are automatically anonymised for the purpose of scientific research and will therefore not be traceable to an individual coachee.

## **7. Transfer of personal data**

Transfer of personal data to another party is not permitted unless the coachee has given his or her explicit permission.

## **8. Entry into force**

These regulations entered into force on 1 May 2018.

### **9. Right of objection**

The coachee can object at any time to the processing of his or her personal data because of circumstances pertaining to his or her personal or specific situation. He or she shall submit a substantiated written request to the NOBCO. The NOBCO shall inform the coachee in writing within four weeks after receipt of the request.

## **C: COACH SECTION**

### **2. Processing goals**

The main goals for processing personal data are:

- A: Evaluation of the coaching track;
- B: Providing insight into the differences between coaches ('benchmarking');
- C: Scientific research.

Additional goals are the processing of personal data for the purpose of peer feedback (360-degree evaluation) and finding a suitable coach for the coachee in question (coach pool). Additional permission is always requested for these applications.

Personal data are collected by means of online questionnaires completed by the coachee. No more personal data will be saved or kept other than data relevant for the goal.

### **3. Legal grounds for data processing**

3.1. Personal data processing is pursuant to the coach's permission.

3.2 The coach can withdraw his or her consent at any time.

### **4. Receivers of personal data**

4.1 The coach's personal information cannot be accessed by a third party.

4.2 Personal data are provided to the coach pool manager for the purpose of matching a coach and a coachee exclusively following explicit permission by the coach.

4.3. Personal data used for the purpose of scientific research are always used anonymously and therefore never traceable to an individual coach.

### **5. Coach's rights**

#### **5.1 Inspection right**

The coach has the right to acquaint him/herself with all recorded data that concern him/her and to receive a copy of this information. He or she shall submit a written request to the NOBCO officer. The controller shall inform the coach in writing within four weeks after receipt of the request.

#### **5.2 Right to rectification**

The coach can request rectification or supplementation of the data that concern him/her in order to rectify mistakes or omissions. He or she shall submit a substantiated written request to the NOBCO. The NOBCO shall inform the coach in writing within four weeks after receipt of the request.

#### **5.3. Right to forget**

The coach has the right to have all his or her personal information be immediately deleted in case:

- a) the personal data are no longer necessary for the purposes for which they have been provided;
- b) he or she has revoked consent in accordance with article 3.1 and there are no other legal grounds for processing;
- c) the personal data were processed unlawfully, or
- d) the personal data are to be deleted for the NOBCO to comply with legal obligations.

The coach shall submit a substantiated written request to the NOBCO. The NOBCO shall inform the coach in writing within four weeks after receipt of the request.

#### **5.4. Right to limit processing**

The party involved has a right to temporarily limit processing in case:

- a) the accuracy of the personal data is contested by the coach;
- b) the personal data are processed unlawfully but the coach does not request the personal information to be deleted;
- c) the NOBCO no longer requires the data, but the coach requires the data for a legal matter;
- d) the coach has objected to the processing of the data.

The coach shall submit a substantiated written request to the NOBCO. The NOBCO shall inform the coach in writing within four weeks after receipt of the request.

#### **5.5. Right to transference of the data**

The coach has a right to be granted access to the personal data he or she has provided to the NOBCO in a structured, conventional and machine-readable way, and to transfer these data to a third party without being obstructed by the NOBCO.

#### **5.6 Right of complaint**

In case the coach feels that the stipulations of these regulations and/or the General Data Protection Regulations (AVG) are not complied with, the coach has a right to file a complaint with the Dutch Data Protection Authority.

### **6. Retention periods**

#### **6.1 Deactivation account**

Personal data are saved no longer than necessary for the realisation of the goals for which they are processed. A coach account is automatically deactivated after the coach's last login activity after a maximum of 100 weeks, which is the maximum evaluation period of a coaching track. In case a coach wishes to stop using the Coaching Monitor within the current retention period, his or she can manually deactivate the account.

#### **6.2 Anonymisation**

After deactivation of a coach account, all traceable personal data of the coach as well as personal data related to any coachee(s) and peer(s) are automatically anonymised for the purpose of scientific research and will therefore not be traceable to any individual.

## **7. Transfer of personal data**

Transfer of personal data to another party is not permitted unless the coach has given his or her explicit permission.

## **8. Entry into force**

These regulations entered into force on 1 May 2018.

## **9. Right of objection**

The coach can object at any time to the processing of his or her personal data because of circumstances pertaining to his or her personal or specific situation. He or she shall submit a substantiated written request to the NOBCO. The NOBCO shall inform the coach in writing within four weeks after receipt of the request.

## **D: PEER SECTION**

### **2. Processing goals**

The main goals for processing personal data are:

- A: Evaluation of the coaching track;
- B: Providing insight into the differences between coaches ('benchmarking');
- C: Scientific research.

Additional goals are the processing of personal data for the purpose of peer feedback (360-degree evaluation) and finding a suitable coach for the coachee in question (coach pool). Additional permission is always requested for these applications.

### **3. Legal grounds for data processing**

- 3.1. Personal data processing is pursuant to the peer's permission.
- 3.2 The peer can withdraw his or her consent at any time.

### **4. Categories of personal data obtained from third parties**

4.1. Appendix C to these regulations lists the categories of personal data provided not by the peer, but by third parties as well as the recipients of these data. The appendix also includes the source and goal of these data.

### **5. Receivers of personal data**

5.1 The peer's personal information cannot be accessed by a third party.

5.2 Personal data about the peer are provided to the coach exclusively following explicit permission by the peer and for the purpose of involving the peer in evaluation of the coachee's coaching track.

5.3. Personal data used for the purpose of scientific research are always used anonymously and therefore never traceable to an individual peer.

## **6. Peer's rights**

### **6.1 Inspection right**

The peer has the right to acquaint him/herself with all recorded data that concern him/her and to receive a copy of this information. He or she shall submit a written request to the NOBCO. The NOBCO shall inform the peer in writing within four weeks after receipt of the request.

### **6.2 Right to rectification**

The peer can request rectification or supplementation of the data that concern him/her in order to rectify mistakes or omissions. He or she shall submit a substantiated written request to the NOBCO. The NOBCO shall inform the peer in writing within four weeks after receipt of the request.

### **6.3. Right to forget**

The peer has the right to have all his or her personal information be immediately deleted in case:

- a) the personal data are no longer necessary for the purposes for which they have been provided;
- b) he or she has revoked consent in accordance with article 3.1 and there are no other legal grounds for processing;
- c) the personal data were processed unlawfully, or
- d) the personal data are to be deleted for the NOBCO to comply with legal obligations.

The peer shall submit a substantiated written request to the NOBCO. The NOBCO shall inform the peer in writing within four weeks after receipt of the request.

### **6.4. Right to limit processing**

The peer has a right to temporarily limit processing in case:

- a) the accuracy of the personal data is contested by the coach;
- b) the personal data are processed unlawfully but the peer does not request the personal information to be deleted;
- c) the NOBCO no longer requires the data, but the peer still requires the data;
- d) the peer has objected to the processing of the data.

The peer shall submit a substantiated written request to the NOBCO. The NOBCO shall inform the peer in writing within four weeks after receipt of the request.

### **6.5. Right to transference of the data**

The peer has a right to be granted access to the personal data he or she has provided to the NOBCO in a structured, conventional and machine-readable way, and to transfer these data to a third party without being obstructed by the NOBCO.

## 6.6 Right of complaint

In case the peer feels that the stipulations of these regulations and/or the General Data Protection Regulations (AVG) are not complied with, the coach has a right to file a complaint with the Dutch Data Protection Authority.

## 7. Retention periods

### 7.1 Deactivation account

Personal data are saved no longer than necessary for the realisation of the goals for which they are processed. After a maximum of 100 weeks after activation of a peer account within the Coaching Monitor, which is the maximum evaluation period of a coaching track, the account in question is automatically deactivated. A peer account can also be deactivated manually by the coach.

### 7.2 Anonymisation

Within four weeks after deactivation of a coachee account, all traceable personal data are automatically anonymised for the purpose of scientific research and will therefore not be traceable to an individual peer.

## 8. Transfer of personal data

Transfer of personal data to another party is not permitted unless the peer has given his or her explicit permission.

## 9. Entry into force

These regulations entered into force on 1 May 2018.

### 10. Recht op bezwaar

The peer can object at any time to the processing of his or her personal data because of circumstances pertaining to his or her personal or specific situation. He or she shall submit a substantiated written request to the NOBCO. The NOBCO shall inform the peer in writing within four weeks after receipt of the request.

## **APPENDIX A**

Contact information controller:

Dutch Association of Professional Coaches (NOBCO) registered at Nijkerk,

Postal address: Post Office Box 1167, 3860 BD Nijkerk.

Responsible data protection officer: Board member for Research & Benchmarking

Telephone: +31 (0)33-247 34 28

Email: [coachingmonitor@nobco.nl](mailto:coachingmonitor@nobco.nl)

## **APPENDIX B**

Contact information processors:

- a) The private limited company Motivation Office Support B.V., registered at Nijkerk (NOBCO Secretariat).  
Address: Ambachtsstraat 15, 3861 RH Nijkerk
- b) The private limited company eCoachPro B.V., registered at Tilburg.  
Address: Tivolistraat 50, 5017 HR Tilburg
- c) Partnership firm Basemotive V.O.F. registered at Amsterdam.  
Address: Eerste weteringdwarsstraat 1, 1017TL Amsterdamb
- d) The private limited company True B.V., registered at Amsterdam.  
Address: Keienbergweg 100, 1101 GH Amsterdam
- e) The private limited company Mobile Tulip B.V., acting under the name 'MessageBird'.  
registered at Amsterdam.  
Address: Baarsjesweg 285, 1058 AE Amsterdam

## **APPENDIX C**

Appendix C: personal data obtained from third parties

Goals:

- A: Evaluation of the coaching track (including peer feedback);
- B: Providing insight into the differences between coaches ('benchmarking');
- C: Scientific research.

Category	Goal	Source	Recipient
Name peer	A	coachee	Coach and coach pool manager
Email address peer	A	coachee	Coach and coach pool manager