

## Privacy Statement CouncilWorks

**Version 1.0 – 27 October 2025**

CouncilWorks, owned and operated by **Impact Driven HR**, based in **Zeist, the Netherlands**, is responsible for the processing of personal data as described in this privacy statement.

### Contact Details

**Website:** <https://councilworks.nl>

**Email:** [info@councilworks.nl](mailto:info@councilworks.nl)

**Phone:** +31 6 27548595

**Data Protection Officer:** Clim Parren – reachable via [info@councilworks.nl](mailto:info@councilworks.nl)

### Personal Data We Process

CouncilWorks processes your personal data because you use our services and/or because you provide this information to us yourself.

Below is an overview of the personal data we process:

- First and last name
- Address details
- Telephone number
- Email address
- Company details
- Bank account number
- Internet browser and device type

### Special and/or Sensitive Personal Data

As part of our services—such as consultation on employee participation, reorganizations, and employment conditions—CouncilWorks may process special categories of personal data.

This may include information such as trade union membership or other sensitive data relevant to the engagement.

Such data will only be processed with your **explicit consent** and only when strictly necessary for the performance of the agreement.

### Legal Bases for Processing

CouncilWorks processes personal data only when there is a valid legal basis for doing so. Processing activities are based on one or more of the following grounds:

- The performance of a contract with you or your organisation;
- Your explicit consent (for example, when providing special categories of personal data);
- Compliance with a legal obligation;

- Our legitimate interests, such as improving our services or maintaining client relationships.

## Purposes of Data Processing

CouncilWorks processes your personal data for the following purposes:

- To handle your payment;
- To contact you by phone or email when necessary to deliver our services;
- To inform you about changes to our services or products;
- To provide advice, coaching, training, or facilitation as agreed;
- To analyse your behaviour on our website in order to improve it and tailor our service offering;
- To comply with legal obligations, such as data required for tax purposes.

## Automated Decision-Making

CouncilWorks does **not** make decisions based solely on automated processing that could have significant consequences for individuals.

This refers to decisions made by computer programs or systems without human involvement.

## Data Retention

CouncilWorks will not retain your personal data longer than is strictly necessary to achieve the purposes for which the data is collected.

- For one-off services, we apply a retention period of **5 years**.
- For ongoing collaborations, data is retained for as long as the partnership remains active and up to **5 years thereafter**, unless legal obligations require a longer retention period.

## Sharing Personal Data with Third Parties

CouncilWorks only shares personal data with third parties when necessary for the performance of our contract with you or to comply with a legal obligation.

In all cases, this will be discussed and approved in advance with the client.

## Processors

For certain processing activities, CouncilWorks engages external service providers ("processors"), such as IT system suppliers, accounting software providers, and email service providers. We have entered into data processing agreements with these parties to ensure they maintain the same level of security and confidentiality as we do.

## Transfer Outside the EEA

CouncilWorks processes personal data primarily within the European Economic Area (EEA). If data is transferred outside the EEA, we ensure that this is done in accordance with GDPR

safeguards, such as Standard Contractual Clauses or an adequacy decision by the European Commission.

## Cookies and Similar Technologies

CouncilWorks uses only technical and functional cookies, and analytical cookies that do not infringe on your privacy.

A cookie is a small text file stored on your computer, tablet, or smartphone when you first visit our website.

The cookies we use are necessary for the technical functioning of the website and your user experience.

They enable the website to function properly and remember your preferences.

We may also use cookies to optimize our website.

You can opt out of cookies by adjusting your browser settings to stop storing cookies.

You can also delete all information previously stored through your browser settings.

## Your Rights

You have the right to:

- Access your personal data;
- Request correction or deletion of your data;
- Withdraw your consent for data processing;
- Object to the processing of your data by CouncilWorks;
- Request data portability (to receive your data in a digital format or transfer it to another organization).

If you wish to submit a request to access, correct, delete, transfer your data, or to withdraw your consent or object to processing, please send an email to [info@councilworks.nl](mailto:info@councilworks.nl).

You also have the right to file a complaint with the national supervisory authority, the Dutch Data Protection Authority (Autoriteit Persoonsgegevens), via [www.autoriteitpersoonsgegevens.nl](https://www.autoriteitpersoonsgegevens.nl).

## How We Secure Personal Data

CouncilWorks takes the protection of your personal data seriously and implements appropriate technical and organizational measures to prevent misuse, loss, unauthorized access, unwanted disclosure, and unauthorized modification.

If you believe your data is not properly secured or if there are signs of misuse, please contact us at [info@councilworks.nl](mailto:info@councilworks.nl).

## Microsoft Clarity

We use Microsoft Clarity to capture how you use and interact with our website through behavioral data, heatmaps, and session replays in order to improve and market our products and services. Website usage data is collected using first- and third-party cookies and other tracking technologies to determine the popularity of our products and services and online

activity. In addition, we use this information for website optimization, fraud and security purposes, and advertising. For more information about how Microsoft collects and uses your data, please refer to the [Microsoft Privacy Statement](#).