

Privacy Policy - ZINZIZ

Last updated: March 3rd, 2026

ZINZIZ is committed to protecting the privacy and security of your personal data. This Privacy Policy explains how we collect, use, store, share, and protect your personal information in accordance with the **General Data Protection Regulation (GDPR)**.

If you have any questions, you can contact us at:

privacy@zinziz.nl

ZINZIZ, Niels Bohrweg 121, 3542 CA Utrecht.

1. Who We Are

ZINZIZ is an organization that provides consulting, research, and advisory services. As a data controller, we determine how and why personal data is processed.

2. What Personal Data We Collect

We may collect the following categories of data:

- Identity data (name, job title, organisation)
- Contact data (email address, phone number)
- Usage data (website interactions, communication logs)
- Research or survey data (only when voluntarily provided)
- Technical data (IP address, browser information)

We do not collect sensitive personal data unless strictly necessary and with explicit consent.

3. How We Use Your Personal Data

We process your data for the following purposes:

- Providing our services and responding to inquiries
- Conducting research and advisory work
- Managing client relationships
- Improving our website and services
- Complying with legal obligations

We only process personal data when we have a lawful basis, such as consent, legitimate interest, or contractual necessity.

4. How We Store and Protect Data

We use secure, modern, cloud-based systems (e.g., Microsoft 365) to ensure your data is protected.

We implement strict access controls, encryption, and regular security reviews.

Personal data is kept only as long as necessary for the purposes for which it was collected.

5. Your Rights Under the GDPR

Below are the rights you have, with clear instructions on how to exercise them.

5.1 Right to Be Informed

You have the right to receive clear and transparent information about how we process your personal data.

How to exercise this right:

This Privacy Policy provides that information. You may also email us at privacy@zinziz.nl for additional details.

5.2 Right of Access

You have the right to request a copy of the personal data we hold about you.

How to exercise this right:

Send an email to privacy@zinziz.nl with subject line: *Data Access Request*.

We will respond within 30 days.

5.3 Right to Rectification

If your personal data is incomplete or inaccurate, you can request correction.

How to exercise this right:

Email privacy@zinziz.nl, specifying which data should be updated and why.

5.4 Right to Erasure (“Right to Be Forgotten”)

You can request that we delete your personal data when:

- the data is no longer needed
- you withdraw consent
- you object to processing
- processing was unlawful

How to exercise this right:

Email privacy@zinziz.nl with subject line: *Request Deletion of Personal Data*.

5.5 Right to Restrict Processing

You can request that we temporarily stop using your data, for example while accuracy is being verified.

How to exercise this right:

Email privacy@zinziz.nl and specify the reasons for requesting restriction.

5.6 Right to Data Portability

You can request your personal data in a structured, commonly used, machine-readable format.

How to exercise this right:

Email privacy@zinziz.nl with subject line: *Data Portability Request*.

We will provide your data in a standard file format (e.g., CSV or JSON).

5.7 Right to Object

You may object to the processing of your data when it is based on:

- legitimate interest, or
- direct marketing

How to exercise this right:

Email privacy@zinziz.nl with the reason for your objection.

For direct marketing, we will stop immediately.

5.8 Rights Related to Automated Decision-Making and Profiling

ZINZIZ does not perform automated decision-making that has legal or significant effects on individuals.

If this ever changes, you will be informed and have the right to:

- request human intervention
- express your point of view
- contest decisions

How to exercise this right:

Contact privacy@zinziz.nl.

5.9 Right to Withdraw Consent

If we process your personal data based on your consent, you may withdraw that consent at any time.

How to exercise this right:

Email privacy@zinziz.nl stating you wish to withdraw consent.

This does not affect processing that occurred before withdrawal.

6. Sharing Your Data

We share personal data only when necessary, such as with:

- trusted service providers (e.g., Microsoft 365)
- legal authorities when required by law

We ensure all processors comply with GDPR.

7. International Transfers

If data is transferred outside the EU, we ensure appropriate safeguards, such as Standard Contractual Clauses.

8. Cookies

If applicable, we provide a separate Cookie Policy explaining which cookies we use and why.

9. Contact Details

For any privacy-related questions or requests:

privacy@zinziz.nl

ZINZIZ, Niels Bohrweg 121, 3542 CA Utrecht.

If you believe your rights have been violated, you may lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).

Purpose of the Privacy Statement

The [General Data Protection Regulation \(GDPR\)](#) requires that personal data be processed in accordance with the regulation and in a proper and careful manner. The purpose of this privacy statement is to provide a practical implementation of the provisions of the General Data Protection Regulation (hereinafter: GDPR).

In this privacy statement, you can read how ZINZIZ bv uses information shared by visitors and participants and how the website is utilized. Should we ask for certain information by which a visitor or participant can be identified, we ensure that this information is only used in accordance with this

privacy statement.

Scope

This privacy statement applies to all services where ZINZIZ bv collects personal data. ZINZIZ bv is the data controller responsible for the processing of personal data obtained via the website or other services. In this statement, we inform you about what is done with your data and how this complies with the GDPR.

Definitions

- **File:** A collection of data relating to various individuals.
- **Visitor:** A person who consults information on one of the websites or online platforms provided by ZINZIZ bv and whose personal data is processed.
- **Participant:** A person, not employed by ZINZIZ bv, who participates in a training course, webinar, or e-learning provided by ZINZIZ bv and whose personal data is processed.
- **Personal Data:** All data that can provide information about an identifiable natural person (visitor or participant).
- **Respondent:** A person who participates in a study or evaluation via an interview and/or questionnaire and whose personal data is processed.
- **Processing:** An operation or set of operations performed on personal data, such as collection, recording, organization, storage, modification, retrieval, consultation, use, disclosure, dissemination, or interconnection. It also includes shielding, erasure, or destruction of data.
- **Data Controller:** The party who (formally and legally) determines the purpose and means of processing.
- **Processor:** The party who processes personal data on behalf of the controller without being subject to their direct authority.
- **Recipient:** The party to whom the personal data is disclosed.

General Privacy Statement

Purpose of Processing

Personal data is processed exclusively in connection with a predetermined purpose. This purpose is carefully determined, explicitly described, and justified. Data processing is carried out only in line with and compatible with the purpose for which the data was collected. The objectives of the processing to which this statement applies are:

- Proper execution of ZINZIZ bv's services (such as providing training, issuing certificates of participation, providing information, conducting evaluations or research).
- Recording and making data available for the efficient policy and management of ZINZIZ bv.
- Informing customers about the industry, new products, promotions, and new services.
- Stimulating permanent quality control.
- Financial handling of the services/training provided to the client.

The controller will not include or store personal data for purposes other than those mentioned

above. For business clients, we have recorded our data processing agreements in an official Data Processing Agreement (DPA), which can be viewed on our [DPA page](#).

Legal Grounds for Processing

We process personal data only if one of the following conditions is met:

- The data subject has given unambiguous consent.
- Processing is necessary for the performance of a contract.
- Processing is necessary for compliance with a legal obligation.

Quality of Data Processing

The data (given the purpose for which they are processed) shall be adequate, relevant, accurate, up-to-date, and not excessive. Security of Personal Data We do everything possible to secure your personal data against unauthorized access, loss, or theft. Our services are set up in such a way that an appropriate level of security applies. ZINZIZ bv does not sell data to third parties. If and insofar as data is provided to processors who provide services on behalf of ZINZIZ, ZINZIZ bv has agreed a data processing agreement with them. Agreements regarding proper security have been made with these processors.

Retention Periods

We require personal data to serve our clients and visitors effectively. This primarily determines the period for which we retain data. Our basic principle is that we only keep personal data as long as necessary to provide services and ensure quality and transparency. After this, the data will be deleted. Data will be deleted earlier if ZINZIZ receives a request from the visitor, participant, or respondent to do so.

Your Privacy Rights

You have the right to access the personal data we process. You also have the right to have your data corrected, erased, and/or transferred. If you wish to exercise a right or have questions, please contact us at info@zinziz.nl. We will respond within two weeks.

Contact

If you have complaints, questions, or comments regarding the protection of your personal data, please contact our [Data Protection Officer](#). If you are not satisfied with the handling of a complaint, you may contact the Dutch Data Protection Authority ([Autoriteit Persoonsgegevens](#)).

Changes to this Privacy Statement

ZINZIZ bv reserves the right to change this privacy statement. Changes will be published on our website. We recommend consulting this statement regularly. This version was drafted in December 2023.

Training, Workshops, and Webinars

Personal Data

For participants in training, workshops, webinars, etc., we process participant data such as personal

details, position, organization, role, attendance at activities, and evaluations. From clients of training, workshops, webinars, etc., we process data such as identification, financial, and administrative data. We use the data for the execution and quality assurance of our activities. For example, we can:

- Ensure careful execution and (financial) project organization.
- Refine our working methods, planning, and approach of the trainers.
- Further develop protocols and learning tools.
- Improve communication around the activities.

Email Traffic, Photo Reports, Exercises, and News Updates

When participants take part in a workshop, training, peer review (interview), or think tank, we inform these participants before and after these activities. For example, they receive practical information (location, times, etc.) and substantive information (program, background information, preparatory exercises) prior to the activity. Following the activity, participants receive a (photo) report and any subsequent and in-depth exercises or assignments. Participants may also receive a newsletter specifically for the relevant project. By participating, the participant agrees to our [general terms](#) and conditions. If the participant wishes to unsubscribe from receiving emails at any time, they can easily unsubscribe via an email to the trainer of the activity in question or the project leader.

Photos

ZINZIZ bv may take photos during these activities. When participants are recognizable in these photos, they are used exclusively for the photo reports sent to the participants. These photos are only used for other purposes (such as marketing via social media) if explicit permission has been given by the participant.

Research and Evaluations

We attach great value to quality, privacy assurance, and integrity in our research. We therefore always act in these studies based on the principles as set out in [the Netherlands Code of Conduct for Research Integrity](#). This code of conduct was updated in 2018 at the initiative of KNAW, NFOU, NWO, the TO2 federation, the Netherlands Association of Universities of Applied Sciences, and the VSNU, has been endorsed by all universities, and has been in force since October 1, 2018. The code contains the five principles that form the basis of ethical research: honesty, scrupulousness, transparency, independence, and responsibility.

Personal Data

For respondents to evaluations and research, we process data such as personal details, identification data, quantitative and qualitative answers to questions and statements during (group) interviews and (online) questionnaires. We also process written reports of interviews and observations, photo reports and photos, and audio recordings and transcriptions of think tanks and (group) interviews. From clients or grant providers for evaluations and research, we process data such as identification, financial, and administrative data. We use the data for the execution and quality assurance of our activities. For example, we can:

- Ensure careful execution and (financial) project organization.
- Answer research questions.
- Further develop interventions and methodologies.

- Further develop our working method.
- Design reports, articles, and infographics based on evidence.
- Improve communication around the activities.

Informed Consent

All potential respondents are presented with an informed consent form. In this informed consent, the potential respondent is informed about:

- The objectives of the evaluation or research.
- What information is requested.
- How this information is processed and stored.
- How this data is reported (in groups, anonymously, and carefully).
- That participation is voluntary and non-participation has no consequences.
- That participation can be stopped at any time.
- Where the respondent can find [more information](#).

Storage of Data and Answers

The data and answers are stored securely. This means, for example, that only the researchers involved in the research or evaluation can access the data and no one else. And that ZINZIZ bv stores personally identifiable data separately from other data and answers, in an encrypted folder to which only the involved researchers have access. Data is stored for as short a time as possible. As soon as 5 ZINZIZ bv no longer needs personally identifiable data, it is deleted. Anonymized data (which cannot be traced back to a respondent) is stored longer, as prescribed by the Netherlands Code of Conduct for Research Integrity. This anonymized data is kept for at least 3 years and a maximum of 5 years.

Email Traffic, Photo Reports, and News Updates

When respondents participate in an evaluation or research, we inform these respondents before and after these activities. For example, they receive practical information (form of data collection, location, times, etc.) and substantive information (goals, working method, background information, preparatory questions) prior to the activity. Following the activity, respondents receive a (photo) report with a possible request for a check for factual inaccuracies. Respondents may also receive a newsletter specifically for the relevant project. By participating, the respondent agrees to our general terms and conditions. If the respondent wishes to unsubscribe from receiving emails at any time, they can easily unsubscribe via an email to the researcher of the activity in question or the project leader.

Reports and Infographics

Analyses of the data and the answers of the respondents are reported in groups and anonymously. If a list of names of interview respondents is included, this only happens after explicit permission from these respondents.

Website & Newsletters

Personal Data

When visitors to www.zinziz.nl sign up for a newsletter, request a brochure, place a general inquiry, or leave a review, personal data may be collected. Personal data may also be collected if a participant

takes part in a training, workshop, webinar, research, think tank, or other activity. Per service, visitors and participants may be asked for data such as name, email address, telephone number, address, zip code, country, nationality, gender, and date of birth. Additionally, we can:

- Process the IP address of visitors (after consent to our cookie policy) to determine behavior on the website. Visitors have the right at any time to request an overview containing their data. If you want your data to be deleted so that you no longer receive information from us, you can make this known by telephone or email. We use the data to optimize our services to visitors. We can:
 - Adapt the website to specific interests.
 - Send newsletters and other information that we think is interesting for the visitor.
 - Contact you in connection with market research or making an appointment.

Safety

ZINZIZ bv does everything it can to ensure that the shared information is safe. To exclude the disclosure of data, all possible measures within our reach have been taken.

Third-party Websites

On www.zinziz.nl, links to sites and services of our partners and third parties are listed. With these links, ZINZIZ bv attempts to offer visitors relevant information. However, we have no influence on the content and links on these websites. ZINZIZ bv has no influence on this and bears no responsibility for the way third parties handle the data of visitors to zinziz.nl. These parties have their own policies regarding privacy.

Use of Data

ZINZIZ bv will never sell or distribute visitor data unless permission has been requested. Newsletters and other emails are sent containing information that we think is relevant and interesting for the visitor.

Reviews

By leaving a review or a comment on a post, article, or other contribution on our website, ZINZIZ bv can inform other visitors. A review or comment can also be submitted anonymously if desired. ZINZIZ bv bases its processing of personal data in this context on legitimate interest. The general terms and conditions apply to leaving a review.

General Inquiry / Contact

By asking a question or making contact in another form (appointment, visit, telephone contact), the visitor automatically signs up for the ZINZIZ newsletter, which we send a maximum of 3 times per week. If the visitor wishes to unsubscribe from receiving emails at any time, they can easily unsubscribe via the link in the newsletter. The visitor can also unsubscribe by contacting us by telephone or by sending an email. We will then manually unsubscribe the visitor.

Newsletters

When visitors sign up for the ZINZIZ newsletter, we regularly (max. 3x per week) inform these visitors by email about our services and offers. By registering, the visitor agrees to our general terms and conditions. If the visitor wishes to unsubscribe from receiving emails at any time, they can easily

unsubscribe via the link in the newsletter. The visitor can also unsubscribe by contacting us by telephone or by sending an email. We will then manually unsubscribe the visitor.

Cookies

ZINZIZ bv uses cookies to store how the visitor uses the website: pages visited, time on page, etc. The use of cookies can be disabled (if you have turned off 'share data with Google'), but then the functionality of the website will not be optimally used. ZINZIZ bv has accepted the data processing agreement with Google. The cookies left behind are processed anonymously and are not encrypted or used in combination with other Google services, such as DoubleClick and AdWords. ZINZIZ bv makes use of cookies for Google Analytics, DoubleClick, Facebook Social plugin, Facebook connect, and Google.