



May, 2018

Triple C au pair

Care • Culture • Convenience



## Privacy statement 2018

### Your Personal Data in Safe Hands

Have you found an au pair yourself or are you looking for one? If so, we will need your personal data. We feel it is important, that you are aware of how we use your personal data, as well as your rights, so you can rely on your personal data being in safe hands with us.

#### Which Data Do We Use?

- Name and address details
- Phone number
- E-mail address
- IP address
- Citizen Service Number (BSN)
- Passport (with covered photograph)
- Key Register of Persons excerpt (BRP)
- Proof of income documents
- Photos of the au pair room
- Bank account for direct debit of the au pair insurance fees
- Family photos (Comfort service only)

Usually, you will submit your data to us yourself, mainly through 'My Triple C', the portal of our website. Sometimes we will receive your data in a different manner, for example, because you ask your accountant to provide your annual figures.

We cannot be of service to you if we do not keep and maintain a complete and accurate file containing all aforementioned data.

#### For What Purposes Do We Use Your Personal Data?

- Contract products and/or services
- Enter into and carry out an agreement with you
- Perform a search on your behalf
- Identify your needs and preferences
- Comply with the law
- Monitor how and when we contact you

#### Which Contact Moments Are Recorded? (1/2)

Triple C's status as a certified consultant entails that Triple C must comply with these conditions at all times. This involves gathering relevant information and its retention obligation; providing information to you and your au pair, pursuant to laws and regulations and related rights and obligations, informing the IND of relevant changes as well as seeing to it that laws and regulations are not violated. We record all contact moments arranged with you.

Page 1/4

The Aupairtunity of a Lifetime!

[www.triplecaupair.com](http://www.triplecaupair.com)

#### Office

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7201 HK Zutphen  
the Netherlands

#### Phone

+31(0)575 200 002

#### E-mail

[info@triplecaupair.com](mailto:info@triplecaupair.com)

#### Dutch Board of trade

56375875

#### Dutch VAT number

8520.96.252.B.01.3300

#### Administration

NL72ABNA0405810792 (IBAN)

852096252B01 (VAT)

ABNANL2A (Bic)



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### Which Contact Moments Are Recorded? (2/2)

Listed below are examples of contact moments we record:

- Letters and e-mails we send and/or receive from you
- Phone and Skype calls and chats
- Your activities on our website
- Contact through social media, such as Facebook and WhatsApp

### Triple C Au Pair's Responsibility

Triple C is responsible for proper processing of your personal data. Pursuant to the Modern Migration Act (MoMi), which governs the Dutch au pair program, we have a retention obligation of five (5) years. This legislation surpasses the GDPR.

### Who Provides Your Data and with Whom Do We Share It?

We usually receive your data from you and occasionally from your accountant and/or au pair. The IND, SZW Inspectorate and (Aliens) Police have the right to inspect your data, as well as your au pair's, within the scope of the laws and regulations of the au pair program and Triple C's care obligation. You and your au pair will provide consent for this to Triple C.

Within the scope of conducting searches and Matching through our Comfort Service, we will share the following data with our agents abroad and potential au pair candidates:

- Your profile (based on the intake interview with Triple C, containing: Your name(s), age(s), residence, work situation and interests). We do not provide your contact details, such as your address, e-mail address or phone number. It is up to you to decide to share this information with candidates.
- Your self-written Dear au pair letter with (family) photos.

With our agents abroad, we have concluded contracts which establish careful handling of information received. Agents will use your information within the scope of candidate searches, screening and matching, as well as the visa procedure at a later stage. By means of a consent form, we will ask you and potential au pair candidates to carefully handle information received and solely use within the scope of 'the match'. You have the right to withdraw this consent.

We will share your data with Joho, our insurance partner, with respect to taking out au pair insurance. You will provide consent for this to Triple C through an authorization form.

Upon initiation of the (visa) procedure, we will share the following data an/or personal documents with your au pair:

- Work schedule
- Au pair – Host family agreement
- Au pair awareness declaration
- Pre-departure letter

The servers of our website and back-office system are located in the Netherlands. Microsoft's Office 365 servers are run in locations in Austria, Finland, Ireland and the Netherlands.

We do not sell your data. If it is necessary to pass on data to recipients outside the European Economic Area (EEA), we will so with the utmost care. Within the EEA, the same privacy rules apply.

Page 2/4

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#### How Do We Ensure That Your Data Is Safe with Us?

Our website and back-office system are adequately protected. We continuously implement measures to prevent abuse of your data. Our staff members have also received clear instructions on how to handle your data.

We use FileCap to send and receive sensitive and/or confidential attachments. FileCap is GDPR-compliant.

#### We Are Extra Careful with Sensitive Data

With us, sensitive data are understood as, for example, your:

- Citizen Service Number (BSN)
- Bank details
- Passport copy
- Key Register of Persons excerpt (BRP)
- Name and address details, phone number and e-mail address
- Information pertaining to criminal law

If you are a previous client of another Certified Consultant, or if you sign up with Triple C through our Rematch Service, we are obliged to contact the Certified Consultant whose client you have been or through whom your au pair was placed in the Netherlands. Based on the information we receive, we will decide whether you and/or your au pair qualify for Triple C's au pair program.

#### How Long Do We Keep Your Data?

We will keep your data as long as required by law. A retention obligation of five (5) years applies to the MoMi act, and one of seven (7) years to the Dutch Tax and Customs Administration (Belastingdienst). After that, we will delete your data.

#### Privacy Rules and Legislation

We comply with privacy rules and legislation, amongst others the:

- General Data Protection Regulation (GDPR)
- GDPR Implementation Act

#### Your Rights

You can view or edit a substantial part of your personal data on our website. Your rights are provided by law. You have to right to:

- Inspect your data, as kept by us, through 'My Triple C'
- Modify your data if they are incorrect, through via 'My Triple C'
- Have your data removed, if you have not become our client

It frequently occurs, that we cannot delete your data. For example because we still need them, or to comply with applicable law.

Page 3/4

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**Please Inform Us If You Wish to Exercise Your Rights**

Send an e-mail to [info@triplecaupair.com](mailto:info@triplecaupair.com), and attach a copy of your passport or ID card. Please obliterate your Citizen Service Number (BSN) and to deface your passport photo. Upon receipt of your e-mail, we will respond within a month. You can also send a letter to:

**Triple C au pair**

Kuiperstraat 70  
7201 HK Zutphen  
The Netherlands

**Do You Have a Question, Tip or Complaint?**

Send an e-mail to [info@triplecaupair.com](mailto:info@triplecaupair.com). You can also send a letter to:

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Kuiperstraat 70  
7201 HK Zutphen  
The Netherlands

**Are We Not Able to Resolve an Issue Together?**

Please submit your complaint to the Dutch Data Protection Authority.

**We May Change This Privacy Statement**

We are allowed to do so, for example when changes occur in legislation or rules, or if we develop new products and/or services. You can always find the latest version of our Privacy Statement on our website. This latest version dates back to May 2018.

Page 4/4

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