



Privacy policy governing Rechtswinkel Heerlen's processing of client personal data

The Open Universiteit ('OU') has a general privacy statement that applies to all employees and students. This privacy statement can be consulted at www.ou.nl/privacy.

Rechtswinkel Heerlen is directly affiliated with the OU's Faculty of Law. This specific privacy policy relates exclusively to Rechtswinkel Heerlen ('Heerlen Legal Advice Desk'). The OU has written this privacy policy to inform clients about how Rechtswinkel Heerlen processes their personal data.

Use and processing of personal data

Rechtswinkel Heerlen processes the following personal data relating to clients: first name or names, surname at birth or surname of partner (or a combination of both), date of birth, address (including town/city), e-mail address, telephone number and other data that it requires to communicate with clients. Rechtswinkel Heerlen may also process sensitive data or special categories of personal data, such as financial, health and criminal offence data. This is explained in greater detail below.

Sensitive data and special categories of personal data

Rechtswinkel Heerlen processes data that may be considered sensitive data or special categories of personal data. Rechtswinkel Heerlen processes this personal data only if required to provide a service to a client or otherwise according to a legal basis. Examples of such personal data include, but are not limited to, a copy of a client's ID visibly showing the client's Citizen Service Number (Burgerservicenummer, [BSN]), a client's bank details and details about a client's financial affairs deputy.

Legitimate basis

Rechtswinkel Heerlen processes client personal data solely according to at least one of the following legitimate bases:

- You have consented to the processing of your personal data;
- Processing is necessary for the performance of a contract to which you are party or in order to take steps at your request prior to entering into a contract;
- Processing is necessary for the purposes of the legitimate interests pursued by Rechtswinkel Heerlen or by a third party;
- Processing is necessary based on a legal obligation: Rechtswinkel Heerlen and the OU are required by law or regulation to keep adequate records during the performance of Rechtswinkel Heerlen's work.

Purpose limitation

Rechtswinkel Heerlen processes client personal data solely for the following purposes:

1. to organise, plan and perform Rechtswinkel Heerlen's work;
2. to support the students working at Rechtswinkel Heerlen. This refers to the provision of student-specific training, the formulation of student-specific learning pathways and the provision of student-specific feedback;
3. to inform a client of relevant matters regarding work on the client's case;
4. to respond to questions from clients;
5. to provide Rechtswinkel Heerlen's free legal advice;
6. to deal with disputes, including a complaint, objection or appeal;
7. to improve the quality of training and service;
8. for market research or statistical purposes, as set out in the GDPR;
9. to calculate, record and collect payments owed to Rechtswinkel Heerlen;
10. for internal administrative purposes, including internal management activities such as quality control;
11. to comply with legal obligations, such as retention periods and administrative obligations;
12. for the performance of accounting audits.



The GDPR by default prohibits the processing of special personal data. Rechtswinkel Heerlen processes special personal data relating to a client only if this processing is compliant with the specific purposes mentioned in the GDPR or in the circumstances in which the GDPR sets out exemptions. This additional privacy policy of the OU governs any processing of sensitive data by Rechtswinkel Heerlen and is applicable to the service or product in question for which this data is processed. In such cases, this specific privacy policy takes precedence over the OU's general privacy statement.

At the time of writing, Rechtswinkel Heerlen does not use profiling in combination with automated individual decision-making as set out in Article 4(4) of the GDPR.

Access to personal data

Rechtswinkel Heerlen uses various applications to collect data about or relating to clients. Rechtswinkel Heerlen's employees and students have unlimited access to this data, but only within the framework of the case they are assigned to. This data can also be accessed by application managers at the OU to perform functional application management at Rechtswinkel Heerlen. However, this data is accessible only if this access is required for a specific reason, such as a technical problem.

Storage limitation

Rechtswinkel Heerlen stores a client's personal data no longer than is strictly necessary for the purposes for which the personal data has been or is being collected or otherwise in line with the legal retention periods. Rechtswinkel Heerlen erases a prospect's personal data within three years at the latest if the prospect does not become a client of Rechtswinkel Heerlen. If a prospect becomes a client, Rechtswinkel Heerlen stores the client's personal data for at least as long as Rechtswinkel Heerlen provides a service to this client.

After delivering its service to the client, Rechtswinkel Heerlen observes the minimum legal retention period or retention period for business records. The minimum period is seven years. The nature of the case may result in a longer retention period.

Rights of the individual

Rechtswinkel Heerlen respects the rights of its clients under the GDPR. The OU's general privacy statement provides information about these rights. You can read the OU's general privacy statement at www.ou.nl/privacy. Contrary to the general privacy statement, clients of Rechtswinkel Heerlen who wish to exercise these rights must contact the coordinator of Rechtswinkel Heerlen, N.H.W. Montulet-van der Meer LL.M. at info@rechtswinkelheerlen.nl.

Adopted by the Dean of the Open Universiteit's Faculty of Law on 5 September 2024