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anywhere

PRIVACY STATEMENT E-LIA

The privacy of your data is of great importance to E-lia, E-lia therefore adheres to privacy laws. This means that your data is safe with E-lia and that E-lia always uses it properly. E-lia only processes data that it needs to provide its services. E-lia never makes your data available to third parties for commercial purposes.

This privacy policy applies to the use of E-lia's web application. If you have any questions about our privacy policy please contact E-lia. You can find the contact details at the end of this document.

What personal data do we process?

To provide the functionalities of E-lia, we process personal information of end users and administrators.

The following personal information of an end user is processed by E-lia:

- Name (first name and last name)
- Phone number
- Email address

The following personal information of an administrator is processed by E-lia:

- Dashboard login name and password.
- Name (first name and last name)
- Phone number
- E-mail address

For all personal data processed, consent has been given by the person to whom the data relates.

Data retention period

E-lia stores personal data of end users 30 days after termination of use. The data is only used within the EU.

Due to applicable administrative obligations, we have to keep invoices with (personal) data, so this data will be kept for as long as the applicable period lasts.



Why and how do we process personal data?

In order to provide the operation of E-lia to end users, it is necessary for E-lia to process users' personal data. This information is entered by the dashboard administrator or synchronized by an automatic link.

This personal data is essential to provide the operation of E-lia. Because E-lia identifies users and records users' progress based on their personal data, E-lia cannot be functional without this data.

Within the E-lia platform all personal data (first name, last name, email address and/or mobile numbers) is stored on E-lia's own servers, these servers are located in the Netherlands.

We use external messaging channels such as, for example, WhatsApp only to communicate with our end users. The communication through these external platforms runs through an encrypted connection between sender and receiver, this means that the messages going back and forth are only visible to the sender and receiver.

To establish this connection between receiver and sender, we are forced to share the end user's number or e-mail address with the external messaging channel. European legislation states that this third-party channel may never use this information for purposes other than delivering the messages and may never share it with other channels.

Automated decision-making

E-lia does not use automated decision-making for processing personal data; a natural person is always involved.

Accessing, amending and deleting your data

If you have any questions or want to know what personal data we hold about you, please feel free to contact us. See contact details below.

You have the following rights:

- get an explanation of what personal data we have and what we do with it;
- access to the exact personal data we have;
- the right to data portability;
- having errors corrected;
- the deletion of outdated personal data;
- withdrawal of consent;
- object to a particular use;

Please make sure that you always clearly state who you are, so that we can be sure not to edit or delete data belonging to the wrong person.

Filing a complaint

If you feel that we are not helping you in the right way, you have the right to file a complaint with the supervisory authority. That is the Authority for the Protection of Personal Data.

We do not have a Data Protection Officer (FG), but we will be pleased to help you with your questions. Please contact us using the contact details below.



Changes to this Privacy Statement

We reserve the right to change our privacy policy at any time. However, you will always find the most recent version on our website. If the new privacy policy affects the way we already process data relating to you, we will inform you by e-mail.

Contact Details

E-lia B.V.

Gustav Mahlerlaan 1025
1082 MK, Amsterdam
Nederland

+31 (0)20 2445282
info@e-lia.eu