



Privacy Policy

1. General info

This privacy policy ('Privacy Policy') governs the processing of your personal data as part of your use of our website (the 'Website') and/or our services (collectively referred to as the 'Services'). Such processing is carried out by Djapo vzw as the data controller, whose registered office is at Ortolanenstraat 6, 3010 Kessel-Lo ('we', 'us'), registered with the CBE under number BE 0408.022.778, in accordance with applicable personal data protection legislation.

By using our Website and/or our Services, you acknowledge that you have read this Privacy Policy carefully and agree to it without reservation. We reserve the right to change the Privacy Policy from time to time according to our sole discretion. Any such change will be communicated via the Website.

By clicking the checkbox on the Website stating 'I declare that I have read and agree to the privacy policy' or using any of our Services, you declare that you have indeed read and agreed to this Privacy Policy. You declare that you understand the purposes for which your personal data are processed. You also agree that your continued use will be understood as a continued consent. You may withdraw your consent at any time by emailing info@djapo.be.

Please note that we may use so-called 'cookies' or similar technology as part of the Website and/or the Services. Cookies are small text files placed on the hard disk of a device, which contain certain information, sometimes including personal data. For more information on our use of cookies, please read our cookie policy.

This Privacy Policy was last updated on 21/11/2024.

2. What data do we collect and why?

When you use our Website and/or Services, we process personal data relating to you. This includes the following data:

When? You fill in the contact form.

What data? Contact info

Why (purpose)? Processing the enquiry

Duration: non-anonymised data will be kept for a maximum of 2 years.



Legal basis? Necessary for execution of agreement

When? You order educational material.

What data? Contact and identification information

Why (purpose)?

- (1) Processing of the order.
- (2) Anonymised data are kept for marketing purposes.
- (3) Anonymised data are kept for reporting to our grantor, the Directorate-General for Development and Humanitarian Aid (DGD).

Duration: non-anonymised data are kept for a maximum of 12 years.

Legal basis? Necessary for execution of agreement and consent

When? You book a coaching session.

What details? Contact information

Why (purpose)?

- (1) Processing of the booking.
- (2) Anonymised data are held for marketing purposes.
- (3) Anonymised data are kept for reporting to our grantor, the Directorate-General for Development and Humanitarian Aid (DGD).

Duration: non-anonymised data are kept for a maximum of 12 years.

Legal basis? Necessary for execution of agreement and consent

When? You participate in a coaching session

What data? Contact and identification information

Why (purpose)?

- (1) Participation in the evaluation
- (2) Anonymised data are kept for marketing purposes.
- (3) Anonymised data are kept for reporting to our grantmaker, the Directorate-General for Development Cooperation and Humanitarian Aid (DGD).

Duration: non-anonymised data are kept for a maximum of 12 years.

Legal basis? Consent

When? You subscribe to the newsletter.

What data? Contact information

Why (purpose)?

- (1) Processing the subscription.
- (2) Anonymised data are kept for marketing purposes.





(3) Anonymised data are kept for reporting to our grantor, the Directorate-General for Development and Humanitarian Aid (DGD).

Duration: non-anonymised data are kept for as long as the person is subscribed to the newsletter.

Legal basis? Consent

When? You create an account.

What data? Contact and identification information

Why (purpose)?

(1) Processing of registration.

(2) Anonymised data are kept for marketing purposes.

(3) Anonymised data are kept for reporting to our grantor, the Directorate-General for Development and Humanitarian Aid (DGD).

Duration: The non-anonymised data are kept as long as the account is active. The moment the account has not been active for 12 years, the account will be deleted.

Legal basis? Consent

When? You notify us that you want to participate in the evaluation of Djapo's operation.

What data? Contact information

Why (purpose)? Participation in the evaluation

Duration: data will be kept until you have indicated that you no longer wish to be contacted. We provide an opt-out in every communication about the evaluation.

Legal basis? Consent

When? You inform us that you want to be informed about future activities of Djapo (webinars, coaching...).

Which data? Contact information

Why (purpose)? Communication

Duration: the data will be kept until you have indicated that you no longer wish to be contacted. We provide an opt-out in every communication about the evaluation.

Legal basis? Consent

When? You make a donation to Djapo

What details? Contact information, bank account number, national register number, history of deposits.

Why (purpose)? Execution of donation

Duration: according to the legal retention period

Legal basis? Necessary for execution of agreement





In these more exceptional cases, we may also process your data:

- In the event of a possible crime or if there are reasonable suspicions of an unlawful act or crime through your registration or use of the Website or the Services, we may transfer your data to the police or judicial authorities.
- In the context of a possible merger, acquisition of/by or demerger by a third party, even if that party is located outside the EEA.
- If your registration on the Website or use of the Website or Services may be considered (a) a violation of the terms and conditions or intellectual property rights or any other right of a third party, (b) a threat to the security or integrity of the Services, (c) a threat to the Website or Services or systems of us or our subcontractors due to viruses, Trojans, spyware, malware, or any other form of malicious code or (d) in any way illegal or unlawful, discriminatory or offensive, we may process your data in the interests of ourselves, our partners or third parties.

3. With whom do we share data?

We do not transmit your personal data in an identifiable manner to third parties if this is not required to provide Services, without your explicit consent to do so. We do sometimes use third-party processors to give you access to certain Services, such as the newsletter.

We ensure that third-party processors may only process your personal data on our behalf, and upon written instructions from us. We ensure that all third-party processors are selected with due care to ensure the security and integrity of your personal data.

4. How do we process data?

We will make every effort to process only the personal data necessary to achieve the purposes set out in this Privacy Policy. We will process your personal data in a lawful, fair and transparent manner. We will make every effort to keep personal data accurate and up-to-date.

Your personal data will only be processed for as long as is necessary to achieve the purposes stated in this Privacy Policy or until the moment you withdraw your consent to its processing. Please note that withdrawal of consent may imply that you are no longer able to use all or part of the Website and/or Services. If you have an account on our Website, we will delete your personal data if you delete your profile or if your account has been inactive for more than 12 years, unless a legal or regulatory obligation or a court or administrative order would prevent us from doing so.





We will take appropriate technical and organisational measures to keep your personal data safe from unauthorised access or theft and from accidental loss, manipulation or destruction. Access by our staff or staff of our third-party processors is only possible on a need-to-know basis and is subject to strict confidentiality obligations. The care for safety and security are of course only best-efforts obligations, which can never be guaranteed.

5. What are your privacy rights?

- You have the right to access and copy personal data relating to you.
- You have the right to rectification and completion if your data are incorrect or incomplete.
- You have the right to data erasure (deletion) of the personal data we have received from you if the data are no longer strictly necessary for the purposes for which they were processed. However, we retain the right to determine whether your request is justified.
- You have the right to restriction of data processing: if you object to the processing of certain data, you can ask for this processing to stop.
- You can also object to the way in which certain personal data of yours are processed. For example, you have the right to object to the use of your personal data for direct marketing purposes (via unsubscribe options in e-mails).
- You also have the right to have us transfer the data you provide to yourself or on your behalf directly to another party.

6. What about the images used on Djapo.be?

Djapo.be uses licence-free images, images for which express consent was given, and atmospheric images in the public space.

Djapo does what can reasonably be expected to refer to all rights holders regarding this photographic material or to respect the privacy of the photographed persons.

If you think your photographic material has been used without prior permission, please let us know. We will gladly mention the correct source. You can also withdraw your previously granted permission at any time.

Djapo will also remove visual material as soon as possible on request if there are good reasons to do so.





7. Do you have any questions or a complaint?

If you have a complaint about the processing of your personal data by us, you can always contact us at the e-mail address info@djapo.be. If you remain dissatisfied with our response, you are free to lodge a complaint with the competent data protection authority. For more information, please visit <https://www.dataprotectionauthority.be/citizen>.

