



Privacy and Cookie Policy

Last updated: 10 August 2026

Your privacy matters. This policy explains what personal data Connecting the Dots - for Engineers ("CTD", "we", "us" or "our") collects, why we use it, how long we keep it and what rights you have.

We aim to keep this information clear and practical. No unnecessary legal jargon.

1. Who we are

Connecting the Dots - for Engineers provides business skills training, client communication training, incompany training, coaching and digital products for engineers, technical professionals and technical companies.

Connecting the Dots - for Engineers is the controller responsible for the processing described in this policy.

Contact details:

Connecting the Dots - for Engineers
Marijkestraat 1
2202 TW Noordwijk
The Netherlands
Email: info@ctd-for-engineers.com
Dutch Chamber of Commerce (KVK): 96865636
VAT number: NL200515433B01

2. When this policy applies

This policy applies when you:

- visit ctd-for-engineers.com;
- contact us by email, through a form or via social media;
- subscribe to our newsletter, waiting list or free resources;
- complete a survey, intake or validation interview;
- book a call, coaching session or training;
- buy or use a training, coaching service, digital product or online account;
- attend a Zoom or Microsoft Teams session, including a recorded session where you have agreed to the recording.

3. Personal data we collect

Depending on how you interact with CTD, we may process:

- **Identity and contact details:** name, email address, telephone number, job title, employer, company name and business address;



- **Account and service details:** login details, bookings, course progress, training participation, preferences and information you provide during coaching, training or an intake;
- **Communication data:** emails, form submissions, survey answers, call notes and messages through professional or social media channels;
- **Meeting data:** attendance details, chat messages, audio, video, transcripts or meeting recordings when a Zoom or Microsoft Teams session is recorded;
- **Transaction and administration data:** products or services purchased, invoice details, payment status and limited payment information. Mollie processes the payment itself; CTD does not receive or store your complete payment card details;
- **Technical and website data:** IP address, browser, device, approximate location, cookie identifiers, pages visited and information about how you use the website;
- **Information you choose to share:** any other information you voluntarily provide during a conversation, training, coaching session, form or survey.

Please do not share sensitive personal data unless it is genuinely necessary for the service. If sensitive information is relevant to a coaching or training context, we will handle it with additional care and only for the agreed purpose.

4. Why we process your data and our legal basis

We only process personal data when there is a valid legal basis.

- To provide our services and fulfil an agreement

We use your data to:

- respond to a request before you become a customer;
- schedule and deliver calls, coaching, training and digital products;
- create and manage your account;
- provide customer support;
- process purchases, payment status, invoices and administration.

The legal basis is taking steps at your request before entering into a contract or performing our agreement with you.

- To comply with legal obligations

We process and retain certain transaction, invoice and administration data to comply with Dutch tax and accounting law.

- With your consent

We rely on your consent when we:

- send newsletters or marketing emails you have requested;
- place non-essential analytics or marketing cookies;



- record a Zoom or Microsoft Teams conversation or session;
- publish a testimonial, review, image, audio or video in a form that identifies you;
- use information for another purpose that we clearly explain when asking for consent.

You can withdraw your consent at any time. Withdrawal does not affect processing that took place before you withdrew it.

For our legitimate business interests

Where appropriate, we may process limited personal data to:

- answer general enquiries and follow up on relevant business contact;
- improve the quality, security and usability of our services and website;
- prevent fraud, misuse or security incidents;
- maintain necessary business records and establish, exercise or defend legal claims;
- analyse aggregated feedback and research findings to improve our offer.

We only rely on legitimate interests after considering whether our interest is necessary, proportionate and outweighed by your privacy rights. We do not use legitimate interests to override consent where consent is legally required.

5. Website, forms, newsletters and online products

Our website, forms, email campaigns, waiting lists and online products may be operated through **Systeme.io**. If you submit a form, create an account, download a resource or subscribe to emails, Systeme.io processes the relevant contact, account and usage data on our behalf.

Marketing emails always contain an unsubscribe link. You can also unsubscribe by emailing info@ctd-for-engineers.com. We may still send service messages that are necessary to deliver a product or service you requested.

6. Appointments, surveys and research

We use **Calendly** to schedule appointments. Calendly may process your name, email address, time zone, appointment details and answers to booking questions.

We use **Typeform** for surveys, intake forms and market research. Typeform may process the answers and contact details you choose to provide. We do not use Typeform responses as testimonials unless we separately ask for your permission.

We may combine or summarise research responses so they no longer identify an individual. Fully anonymised information is not personal data. Until information has been effectively anonymised, we treat it as personal data.

7. Online meetings and recordings

We use **Zoom** and **Microsoft Teams** for calls, interviews, coaching, training and collaboration.



We may record a session when a recording serves a clear purpose, such as allowing a participant to review a training, documenting an agreed interview or producing a transcript. We tell participants before recording starts and ask for explicit consent. You may refuse a recording without losing access to the core service, unless recording is essential to a separately agreed product and this was made clear before booking.

A recording may contain your name, voice, image, screen, chat messages, transcript and information you share during the session. We do not publish or reuse a recording for marketing without separate, specific permission.

Recordings are normally deleted within **12 months**, or sooner when the stated purpose has been completed. A different period may apply if we agree this with you in advance or must retain information to establish, exercise or defend a legal claim.

8. Payments through Mollie

We use **Mollie** to process payments. When you pay, Mollie may process your name, address, email address, payment method, bank or card-related information, transaction details, device information and IP address. Mollie acts as an independent controller for parts of its payment processing and has its own privacy notice.

CTD receives the information needed to confirm payment and maintain its financial administration, but does not receive your complete card details.

9. Cookies and Google Analytics

Cookies are small files stored on your device. They can make the website function, remember choices or provide information about website use.

We may use:

- **Strictly necessary cookies:** required for security, forms, accounts, checkout and core website functions. These cannot always be switched off through our website;
- **Preference cookies:** remember choices that improve your experience;
- **Analytics cookies:** help us understand how visitors use the website;
- **Marketing cookies:** only if we introduce advertising or tracking technology and ask for the required consent.

We use **Google Analytics** to understand website traffic and improve the website. Google Analytics may collect online identifiers and information about your device, browser, approximate location and use of the website.

Where consent is required, Google Analytics is loaded only after you accept analytics cookies. We configure analytics with data minimisation in mind and do not treat analytics information as automatically anonymous. You can withdraw or change your cookie choice through the cookie settings on the website and can also delete cookies in your browser.

The exact cookies, providers, purposes and retention periods shown in our cookie banner or cookie settings form part of this policy and should reflect the live website configuration.



10. Service providers and recipients

We do not sell your personal data.

We share personal data only when necessary with selected service providers or other recipients, including:

- Systeme.io for website functions, forms, email, online products and accounts;
- Google Analytics for website analytics;
- Zoom and Microsoft for online meetings, collaboration and recordings;
- Mollie for payment processing;
- Calendly for appointment scheduling;
- Typeform for surveys, intake and research;
- professional advisers, accountants, IT or security providers where necessary;
- public authorities, regulators or courts when we are legally required to do so or need to protect legal rights.

Where a provider processes personal data solely on our instructions, we use appropriate data-processing arrangements. Some providers also process data as independent controllers for their own defined purposes. Their own privacy notices then also apply.

11. International data transfers

Some service providers may process or make personal data accessible outside the European Economic Area (EEA), including in the United States.

Where personal data is transferred outside the EEA, we rely on an applicable legal transfer mechanism, such as an adequacy decision, the EU-US Data Privacy Framework where applicable, or European Commission Standard Contractual Clauses with supplementary measures where required.

You can contact us if you would like more information about the safeguards used for a particular provider.

12. How long we keep personal data

We do not keep personal data longer than necessary for the purpose for which it was collected, unless the law requires a longer period.

Our standard retention periods are:

- **Financial records, invoices and core administration:** at least 7 years, as required by Dutch tax law;
- **Customer and service files:** during the service and normally up to 2 years after the relationship ends, unless longer retention is necessary for administration or legal claims;
- **Prospect enquiries and call notes:** normally up to 1 year after the last meaningful contact;



- **Newsletter and waiting-list data:** until you unsubscribe or we stop the relevant list, after which we retain only the minimum information needed to respect your opt-out;
- **Calendly booking information:** normally up to 2 years after the appointment;
- **Typeform intake and identifiable research responses:** normally up to 2 years after collection, or earlier once effectively anonymised and no longer needed;
- **Zoom and Teams recordings and transcripts:** normally up to 12 months;
- **Cookie and analytics data:** according to the period stated in the live cookie settings and the configuration of the relevant service;
- **Security and technical logs:** for the shortest period reasonably needed for security, troubleshooting and fraud prevention.

We may retain specific information longer if required by law, needed for an active dispute or legal claim, or agreed with you for a clearly stated purpose.

13. Security

We use reasonable technical and organisational measures to protect personal data. These include access controls, passwords, secure connections, updates, backups and limiting access to people and providers who need the data for their work.

No online system is completely risk-free. If a personal data breach creates a risk to your rights and freedoms, we will take the steps required by law, including notifying the Dutch Data Protection Authority and affected individuals where necessary.

14. Your privacy rights

Under the GDPR, you may have the right to:

- access your personal data;
- correct inaccurate or incomplete data;
- request deletion of your data;
- restrict how we process your data;
- object to processing based on legitimate interests or direct marketing;
- receive certain data in a portable format;
- withdraw consent at any time;
- lodge a complaint with a supervisory authority.

To exercise a right, email info@ctd-for-engineers.com. Please state clearly what your request concerns. We may ask for information needed to verify your identity, but will not request more information than necessary.

We normally respond within one month. The GDPR allows this period to be extended by up to two further months for complex or numerous requests; if that happens, we will tell you within the first month.



15. Children

Our services are intended for adult professionals and companies. We do not knowingly collect personal data from children under 16 through our website or services. If you believe a child has provided personal data without appropriate permission, contact us so we can investigate and delete it where required.

16. Complaints

If you have a privacy concern, please contact us first so we can try to resolve it.

You also have the right to complain to the Dutch Data Protection Authority (Autoriteit Persoonsgegevens): [autoriteitpersoonsgegevens.nl](https://www.autoriteitpersoonsgegevens.nl) (<https://www.autoriteitpersoonsgegevens.nl/>).

17. Changes to this policy

We may update this policy when our services, systems or legal obligations change. The latest version will always be available on our website. We will clearly change the date at the top and, where appropriate, notify you of material changes.

18. Contact

For questions or requests about privacy or cookies, contact:

Connecting the Dots - for Engineers

Email: info@ctd-for-engineers.com

Address: Marijkestraat 1, 2202 TW Noordwijk, The Netherlands