



Privacy Policy

Last updated: 13-10-2025

Glow & Grow Academy NL ("we", "us", or "our") is committed to protecting your privacy. This Privacy Policy outlines how we collect, use, store, and share your personal data when you interact with our website, services, and communication channels in compliance with the Algemene Verordening Gegevensbescherming (AVG) and the General Data Protection Regulation (GDPR).

By using our website or purchasing a service, you agree to this policy.

1. Who We Are

Glow & Grow Academy

Registered as: Glow and Grow Academy NL Eenmaanszaak

Address: Meppelweg 1012 2544CH Den Haag

KvK: 75810662

Email: glowandgrownl@gmail.com

2. What Data We Collect

We collect personal data when you:

- Visit our website or fill out a form
- Purchase a service, course or product
- Participate in a workshop, quiz, or coaching session
- Contact us via email or social media



The data we collect may include:

Type of Data	Example
Identity	Full name, business name
Contact	Email address, phone number, location
Transactional	Purchase history, payment status
Technical	IP address, browser type, cookies, usage patterns
Profile/Behavioral	Quiz results (e.g. 3P Scan), preferences, feedback

We do **not** process sensitive personal data unless necessary (e.g. dietary restrictions for events) and only with your explicit consent.

3. Why We Collect Your Data

We collect and use your data for the following purposes:

- To deliver services and digital products you've requested
 - To process orders and send invoices
 - To communicate about events, reminders, or program updates
 - To provide customer support
 - To improve our services, website and customer experience
 - For marketing purposes (only with your consent)
-



4. Legal Basis for Processing

According to GDPR (Art. 6), we only process your personal data if:

- It's necessary for the performance of a contract (e.g. delivering your course)
 - You've given consent (e.g. newsletter opt-in, 3P Scan)
 - There is a legal obligation (e.g. storing invoices for tax)
 - There is a legitimate interest (e.g. improving our services or marketing relevant offerings)
-

5. How We Store and Protect Data

Your data is stored securely in GDPR-compliant systems such as:

- Our email marketing platform (e.g. Systeme.io, Typeform)
- Cloud storage (e.g. Google Drive, Notion)
- Secure invoicing and checkout systems (e.g. Mollie, Plug & Pay)

We protect your data by using:

- SSL encryption on our website
 - Strong password protocols
 - Access limitations within our team
 - Regular data reviews and updates
-

6. Data Sharing

We never sell your personal data.

We may share your data only with trusted third-party services who help us deliver our services (e.g. email tools, hosting providers, payment processors), and only under data processing agreements (verwerkersovereenkomsten).

These parties are also bound to GDPR standards.



7. Data Retention

We retain personal data only as long as necessary:

Type of Data	Retention Period
Client invoices	7 years (required by Dutch tax law)
Coaching records	1 year after last contact
Quiz/profile data	6 months (unless part of a program)
Email marketing	Until you unsubscribe

You may request deletion of your data at any time unless legal obligations override that request.

8. Your Rights

Under GDPR, you have the right to:

- Access your data
- Correct or update inaccurate data
- Request deletion of your data
- Object to or restrict processing
- Withdraw consent at any time
- Lodge a complaint with the **Autoriteit Persoonsgegevens (AP)**

To exercise your rights, email us at: **glowandgrownl@gmail.com**



9. Cookies

We use essential and analytical cookies to:

- Improve website performance
- Track page views (via tools like Google Analytics)
- Remember preferences (e.g. language settings)

You can disable cookies via your browser settings. Full details are found in our [Cookie Policy].

10. Changes to this Policy

We may update this policy from time to time. The latest version will always be available on our website, with the "Last Updated" date at the top of the page.

Questions?

We welcome any questions or feedback regarding your privacy.



glowandgrownl@gmail.com

Glow & Grow Academy NL, The Netherlands