

Privacy Statement

Institute for Community Based Sociotherapy (ICBS), contributes to peaceful communities and psychosocial wellbeing of people whose lives are affected by crises. We aim to have a lasting impact on people's wellbeing and peace. We cannot do this alone and your support is vital for us to do our work. In receiving your support, we are required to have some information about you. We take care of your personal data and take our responsibility to protect your privacy very seriously. Below we set out how we use your personal data. If you have any questions, do not hesitate to contact us.

Our privacy statement was last amended on 14 January 2025.

Contact Details:

Institute for Community Based Sociotherapy
Van Boetzelaerlaan 151
2581 AR The Hague
Netherlands
+31636298822
<https://icbs.ngo>
contact@icbs.ngo.

When are we allowed to use your personal data?

Legislation allows us to use your personal data:

- If you give us your permission. If you no longer want us to use your information, you are entitled to revoke your permission.
- Based on an agreement. For example, if you make a donation or subscribe for a recurring donation, it means we have entered into an agreement together.
- Legitimate interest. This means that we would use your personal data to do our work (in a better way).
- A legal obligation. We do what legal authorities and/or the government require us to do.

Personal Data We Process

ICBS processes your personal data because you use our services and/or because you provide this data to us yourself.

Below is an overview of the personal data we might process:

- First and last name
- Residential address
- Zip code
- Phone number
- Correspondence address
- Billing address
- Email address
- Nationality
- Payment or credit card information
- Chamber of Commerce data

- VAT data
- Tax information
- Donation amount
- Correspondence between you and ICBS
- Technical information and details about your visit to our website
- Other personal data you actively provide, for example by creating a profile on this website, in correspondence, and by phone
- Bank account number

Method of Gathering Information/Data

This can happen in various ways such as:

- When we have direct contact with you, such as when you become a donor, subscribe to our newsletter, visit one of our events, or contact us by email or phone.
- When you visit our website

Purpose and Basis for Processing Personal Data

ICBS processes your personal data for the following purposes:

- To answer your online or offline questions or complaints.
- To process and manage your donations.
- To improve our newsletters, campaigns and services.
- To inform you about our work by, for example, sending newsletters.
- To raise funds.
- To ensure your safety as well as ours.
- To comply with the law.
- To protect your interests.
- To ensure that the technical elements of our website are optimised for you.
- To ensure that you can get in touch with us, for example via contact form and/or email.
- To ensure our IT systems comply with our own rules and policies.
- To enable you to participate in our campaigns and events.

Retention Periods for Personal Data

ICBS retains your personal data no longer than strictly necessary to achieve the purposes for which your data is collected. We keep it for as long as there is a commitment, agreement or cooperation between us. When this ends, we may keep your data for a varying length of time, from seven days to a maximum of ten years, after which time we will delete or anonymize it.

Here are some examples of how this works in practice:

- If you contact us via the contact form on our website, we remove the contact form data after twelve months. If we need your data for longer (for example, to handle a question or complaint), we will keep your data for as long as needed, plus one month.
- If you are a donor, we will keep your data as long as you remain a donor. If you decide to no longer be a donor (sadly!), we will keep your data for a maximum of ten years. In this way we can keep you informed of our work.

- To comply with legal obligations, we may keep your data in our system for another seven years.
- If you contact us via social media, we will keep your data for a maximum of ten years.
- If you are involved in interviews, photos or film footage for our public communications, we may keep and use your data for ten years. After this time, the information will be moved to our archive and will only be used for historical purposes.
- If you participate in our projects and/or research, we will keep your data for up to seven years after the end of the research project. Your personal information will be anonymized after two years.

Sharing Personal Data with Third Parties

ICBS being an international organisation might need to share your data with ICBS offices in other countries and with organisations operating under our name or in partnership with ICBS. In exceptional cases, we might also share the data with donors. We do this mainly for administrative reasons. Our employees, trainees and volunteers might be allowed to access your data, but only if they really need it to do their job.

We will never sell your data to third parties.

We might, however, share your data with third parties if it is absolutely necessary to do our work. If we share your data for research and development purposes, we will do so at a 'merged level', meaning the data is anonymous and can never be traced back to an individual.

If we use a third party, such as a marketing agency, it might be granted access to your personal data on our behalf as part of a 'processor agreement'. This data would, however, only be used for the agreed purpose, and the third party would be required to treat your data as securely as we do, and then to remove it as soon as possible afterward.

The following parties could have access to your personal data to do their work for us, but only when absolutely necessary:

- Banks
- Insurance companies
- IT vendors
- Accountants
- Auditors
- Forensic specialists
- Implementing partners or research partners
- Consultants

The government or other parties may also legally require us to show your data. We would only share necessary data.

How do we protect your personal data?

At ICBS, safety is paramount. This also applies to your personal data. That's why we only store your data on secure databases and constantly work on measures to ensure it remains safe. These measures may be technical or physical, or in making our colleagues aware of the importance of data security.

We do everything we can to avoid a data breach. In the exceptional event that this occurs, we commit to reporting it as soon as possible to the [Dutch Data Protection Authority](#).

Cookie Policy

ICBS also collects information through the use of cookies. For more information, we refer to our Cookie Policy below.

Cookies and Similar Techniques We Use

ICBS uses functional and analytical cookies. A cookie is a small text file that is stored in the browser of your computer, tablet, or smartphone upon your first visit to this website. ICBS uses cookies with purely technical functionality. These ensure that the website functions properly and remember, for example, your preference settings. These cookies are also used to make the website work well and to optimise it. Additionally, we place cookies that track your browsing behaviour so that we can offer tailored content and advertisements. The only analytics tool used on the website is Google Analytics. The cookies do not contain any personal data and the information will not be shared with third parties. The functional cookies are temporary and the user consent expiration is currently 12 months.

At your first visit to our website, we have already informed you about these cookies and asked for your consent for their placement. You can opt out of cookies by configuring your internet browser to stop saving cookies. Additionally, you can delete all information that was previously stored through the settings of your browser.

You can set your browser to notify you as soon as you receive a cookie or to deactivate cookies. By doing this, it is possible that our websites will not function optimally.

Through the links below you will find specific information about cookies for the most commonly used browsers:

- Cookies and Internet Explorer, see: <https://privacy.microsoft.com/en-us/privacystatement#maincookiessimilartechnologiesmodule>
- Cookies and Firefox, see: <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences>
- Cookies and Google Chrome, see: <https://policies.google.com/technologies/managing?hl=en>
- Cookies and Safari, see: <https://www.apple.com/legal/privacy/en-ww/cookies/>
- Cookies and Opera, see: <https://help.opera.com/en/latest/web-preferences/>

Viewing, Adjusting, or Deleting Data

You have the right to access, correct, or delete your personal data. You can do this yourself via the personal settings of your account. Additionally, you have the right to withdraw your consent for data processing or object to the processing of your personal data by our company, and you have the right

to data portability. This means you can submit a request for the personal data we hold about you in a computer file to be sent to you or another organization you designate.

If you want to exercise your right to object and/or your right to data portability, or if you have other questions/comments regarding data processing, please send a specified request to contact@icbs.ngo.

To the request for access is made by you, we ask you to include a copy of your ID with your request. In this copy, please black out your passport photo, MRZ (machine-readable zone, the strip with numbers at the bottom of the passport), passport number, and Citizen Service Number (BSN) to protect your privacy. ICBS will respond to your request as soon as possible, but in any case within four weeks.

ICBS also wants to inform you that you have the opportunity to file a complaint with the national supervisory authority, the Dutch Data Protection Authority. You can do so via the following link: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>.

How We Protect Personal Data

ICBS takes the protection of your data seriously and implements appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure, and unlawful modification. If you believe that your data is not securely protected or if there are indications of misuse, please contact our customer service or email us at contact@icbs.ngo.