

PRIVACY STATEMENT – JUNCTIO B.V.

Version February 2026

This is the privacy statement of:

Junctio B.V.

Panovenweg 1

5708 HR Helmond

The Netherlands

Email: maaike@junctio.nl

Chamber of Commerce no.: 99647109

VAT ID: NL 869074957 B01

This privacy statement applies to the processing of personal data of our customers, clients, principals, potential clients and other persons who visit our website or contact us.

This privacy statement explains how we handle personal data. If, after reading this privacy statement, you have any questions about how we process personal data, if you wish to exercise your rights as described in this privacy statement under the General Data Protection Regulation (“GDPR”), other applicable laws and regulations regarding personal data, or if you wish to submit a complaint about the use of your personal data, you can contact us by phone at +31 (0)6 22 89 34 32 or by email at maaike@junctio.nl.

If you are not satisfied with the handling of your complaint, or if you prefer not to submit your complaint to us, you may also submit it to the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) via

www.autoriteitpersoonsgegevens.nl.

Junctio B.V. is responsible for the processing of your personal data and will exercise the greatest possible care in doing so, fully complying with the rules arising from the GDPR.

This statement applies to the website junctio.nl and all subdomains, but not to websites that are linked to from our website.

Which personal data do we process?

Mediation or other services (such as coaching/training)

If you assign a task to the mediator/coach/trainer, the mediator/coach/trainer processes personal data that you and – if applicable – the other party/parties in your case provide. This includes your contact details such as your name, address, email address and telephone number. In addition, personal data relevant to the file is processed. Depending on the subject of the mediation or coaching, this may also include sensitive and/or special categories of personal data.

Invoicing

If you assign a task to us, we also process data necessary for issuing invoices and processing payments for the services provided by Junctio. In addition to your contact details, this includes your bank account number and any other payment details.

Contact

If you contact us via the contact form on the website, by email or by telephone, we process the data you provide. This includes the contact details you provide to us (name, email address, telephone number) and the reason for your contact (for example, if you have a question).

Cookies

Finally, we process certain data of visitors via functional and limited analytical cookies. Functional cookies process data necessary for the proper functioning of the website, such as your language preference or saved settings. Limited analytical cookies process data such as (part of) your IP address, device type, browser type and visited pages in order to gain insight into website usage. These data are anonymised as much as possible and have no or only limited impact on your privacy.

During your first visit to the Junctio website, you were informed about the cookies used by Junctio and you did or did not give consent for the placement of marketing cookies. This consent is stored in a cookie so that you do not receive a cookie notification on every visit.

Functional or technical cookies

Functional (technical) cookies ensure that the website works properly on all devices and browsers. These cookies do not store personal data. The cookie that stores your cookie consent also falls into this category.

Analytical cookies

Services such as Google Analytics use analytical cookies. This allows Junctio to see how visitors use the website, which pages are popular, and through which channels visitors arrive at the website.

Marketing or tracking cookies

Marketing cookies, also known as tracking cookies, track your browsing behaviour so that we can offer personalised content and advertisements.

ActiveCampaign

Junctio uses ActiveCampaign for sending emails. If you request, for example, an online course, your data will be processed by this external party.

ActiveCampaign tracks which pages visitors view on the website and uses so-called tags (e.g. "attended webinar X"). This makes it possible to send emails to a specific segment of the mailing list.

Social media

The Facebook Pixel tracks which Facebook users visit junctio.nl. Based on this, it is possible to create advertisements targeted specifically at people who have visited certain pages.

You can easily share messages from junctio.nl. Social share buttons work with cookies. Junctio does not have insight into the data collected by social media platforms. For information on how they handle data, please consult the privacy policies of the relevant social media platforms.

For which purposes and on what legal basis do we process personal data?

Mediation

The mediator uses the personal data you provide in the context of a mediation assignment to handle the mediation file. Because sensitive and/or special categories of personal data may be processed during the mediation process (and this is not always clear in advance), we request your consent to process your personal data. You give this consent by signing the mediation agreement.

If you do not give consent, you cannot make use of the mediator's services, as the mediator cannot perform the services without processing personal data relevant to the file.

You have the right to withdraw your consent at any time. In that case, the mediator may no longer process your data and can no longer provide services to you. The mediation file will then be closed immediately.

Other services (such as coaching/training/advisory services)

Junctio uses the personal data you provide in the context of an assignment to handle the relevant file.

Invoicing

The payment details you provide are used to invoice the work performed. This processing is necessary for the performance of the agreement you enter into with us.

Contact

We use the contact details you provide to contact you when necessary, for example to answer a question. We process these personal data because this is necessary for the purposes of our legitimate interests, namely the ability to carry out our activities and obtain new assignments.

Newsletter

If you have subscribed to a newsletter and/or webinar, we use your email address (and/or telephone number) for this purpose and to occasionally send you updates about our services. If you have assigned work to us, there is a so-called "existing customer relationship" and we send newsletters on the basis of our legitimate interest. You can unsubscribe at any time by clicking the unsubscribe link at the bottom of our emails.

Cookies

Functional cookies are used because they are necessary for the proper functioning of our website. Limited analytical cookies are placed because they are necessary to keep statistics on website visits, for example to see which pages are viewed most. We process these data on the basis of our legitimate interest in ensuring the proper functioning of the website and improving it.

How long do we retain your personal data?

Mediation

We retain mediation files and the personal data contained therein for a period of twenty years after the file has been closed. This period corresponds to the maximum limitation period for civil claims. In exceptional cases, we retain a file for longer than twenty years, for example if the limitation period is interrupted or if the mediator believes there is another legitimate interest in retaining the file longer.

Administration

We retain our administration, including invoices and other documents containing personal data, for a period of seven years after the end of the financial year in order to comply with tax retention obligations.

Other contact details

We retain other contact details for one year after the last contact, unless you submit a request for deletion earlier.

Cookies

Data processed via functional cookies are retained for as long as necessary to provide the relevant website functionality. Data about website visitors are retained for two months after the website visit.

With whom do we share your data?

Your data are stored in a digital file and may appear in emails sent or received by the mediator/coach/trainer, and are therefore processed by our ICT provider. Payment data provided for invoicing purposes are included in the accounting system and shared with the party that performs the financial administration for Junctio.

Junctio has concluded processing agreements with these parties, ensuring at least the same level of security and confidentiality as you may expect from us.

If personal data are processed via limited analytical cookies, these data are shared with the provider of the analytics tool, Google LLC. The transfer takes place on the basis of the EU–US Data Privacy Framework, which has been recognised by the European Commission as providing an adequate level of protection.

If you or another party involved in a mediation files a complaint against the mediator relating to the handling of a mediation file containing your personal data, your data may be provided to the Dutch Mediators Federation (MfN) and/or the Foundation for Disciplinary Proceedings for Mediators (STM). Your data will be treated confidentially by both organisations.

We do not otherwise provide your data to third parties, unless we are legally obliged to do so, for example to the police in the context of a criminal investigation.

How are your data secured?

We have implemented appropriate technical and organisational security measures to protect your personal data against loss, misuse and unauthorised access by third parties. We also require our ICT provider to implement such appropriate technical and organisational security measures.

What are your rights?

You have the following rights:

- a. The right to access your personal data and receive a copy thereof;
- b. The right to rectification of your personal data if they are incorrect or incomplete;
- c. The right to object to processing and/or – in certain cases – the right to restriction of processing of your personal data;
- d. In certain cases: the right to erasure of your personal data (“right to be forgotten”);
- e. The right to receive your personal data in a structured, commonly used and machine-readable format and to transfer those data to another controller.

For more information about these rights and when you can exercise them, see Articles 15 to 20 of the GDPR.

You can exercise your rights by contacting us via the email address or telephone number stated at the beginning of this privacy statement.

Amendments

We may occasionally change the personal data we process or the applicable legislation. In such cases, we may amend this privacy statement. In the event of significant changes, we will post a notice on the website and inform you of the changes by email.