



Privacy Policy Standards and Practices

Introduction

TAG Group, (“TAG”, “we”, “us” or “our”) is committed to protecting your privacy data and providing a secure online environment to support your learning and development. We provide consulting and blended-learning solutions, online assessments and surveys created and hosted by TAG Group on behalf of our Customers (“Customer Sites”).

This document explains our privacy standards and practices and expresses our commitment to keeping you informed of the information we collect and how it is used. These standards and practices apply to all Personal Privacy Information (PII) we collect in connection with Customer Sites and our website, including research and marketing surveys.

When you visit the TAG Group web site, we anonymously collect and store information about your visit. We may also engage other companies to do this on our behalf. Examples of the kind of information we, or third parties we engage, track include which pages you view on our site, the site you visited just before coming to ours, keywords you used in your search. We use this information to develop ideas for improving our site, our products and services and for better marketing of our products and services. We do not link this information with you as an individual.

There are forms on our web site that ask for personal information about you, such as your name, phone number, and e-mail address. If you tell us any personal information, we use it only to contact you in response to your request or to provide you with information that we think you may be interested in receiving. If you inform us that you do not want to receive any information that you have not specifically requested, we will honor your request. We will not sell or otherwise disclose your information to any other company.

Information We Collect

Customer Sites

TAG Group collects basic contact information, which may include but is not limited to the following: name, email, user-created password, feedback-provider name and feedback provider email address.

This information is used to register program Participants and is treated as confidential customer information; it is collected on behalf of and in accordance with their instructions. TAG Group may use this information to contact the Participant, send notifications or reminders in order to facilitate the training process, and conduct research.

Participant information is collected on behalf of and shared with the Customer. TAG Group does not use Participant information for marketing purposes, and we do not disclose Participant information to any third parties unless expressly directed by the Customer or a court of law.

TAG Group Web Site

Registration and Profile Information

Using the principle of Data Minimization, we try to gather only the most necessary information for the involved inquiry or purpose. When you enter or register to use our site, our services, to receive information, to participate in our events, and create or update your forum profiles, we may collect various kinds of information about you. For example, we may collect: your name; postal address; phone number; fax numbers and email address; your log-in ID and password; your title; company; and other event specific profile information you provide; demographic information; and information linked with your profile such as comments you may post. We need this information to be able to respond to you, secure the site and provide services as applicable.

When you visit our website all information is collected and recorded anonymously. We collect information about your usage and activity but do not link this information with you as an individual.

We do not use cookies to collect information allowing for analytics, user experience and session tracking, nor video use tracking.

How will my personal information be used and shared by TAG Group?

The personal information we collect allows us to:

- respond to your inquiries;
- provide the information, products and services you have ordered;
- verify your identity and details of your payment method or credit card amount;
- administer our sites and provide user services;
- meet legal, regulatory and compliance requirements;
- gather management information to form statistical and trend analysis;
- communicate with you;
- investigate any complaints about our sites;
- contact you about our products and services which we think might be of interest to you (where we have the appropriate permissions to do so);
- employ the services of third party service providers to help us in certain areas, such as site hosting, maintenance and call center operation. In some cases the third party may receive your information. However, at all times we use third parties, we will control and be responsible for the use of your information and place contractual requirements on privacy data sent to our sub-processors.
- If false or inaccurate information is provided and fraud is identified, we will follow legal processes if details will be passed to fraud prevention agencies. Law enforcement agencies may access and use this information. We and other organizations may also access and use this information to prevent fraud and money laundering, for example when:
 - checking details in applications for credit and credit related or other facilities
 - managing credit and credit related accounts or facilities
 - recovering debt
 - checking details on proposals and claims for all types of insurance

- o checking details of job applicants and employees.

Is TAG Group organized to manage the data processor obligations imposed by the GDPR, Privacy Shield and other similar laws and regulations?

For TAG Group, keeping site visitor data secure is a high priority. Along with ensuring data security, it is important that a site visitor's confidence is always maintained and a high level of security around processes and protection is strongly administered.

We strongly value and base our business on the trust that our site visitors, employees and customers have placed upon us. We will continue to earn and reinforce that trusted relationship by cooperating with requests related to our GDPR, Privacy Shield and other country data privacy obligations.

We are committed to taking advanced measures to support and continuously enhance the security of our systems, to ensure that we collect and process personal data in a manner compliant with GDPR, Privacy Shield or any similar legislation.

Our management strongly believes that information technology security/compliance is a key business service. Information security objectives and strategy must be continually aligned with business strategy and objectives.

Viewing and Correcting Personal Information

We provide you with the means to update or change your Personal Information. Requests to change Personal Information collected on our corporate website, including related surveys, can be directed to info@tag.nl.

What constitutes personal privacy data?

Any personal information related to a natural person (called a 'data subject' by the GDPR) that can be used to directly or indirectly identify the person when not encrypted and used individually or in combinations to create a profile.

Personal privacy data is a very broad range of personal information and can be any information item that might be used to create a profile to include what TAG Group considers basic business contact information of name, business address, business phone and business title or business job. Personal privacy information would be: an identifiable photo; identifiable voice recordings; fingerprints; biometric data; a personal email address, home phone number, home address; numbered identifiers – bank account, credit information and credit card, passport, country identification and driver's license numbers and social security; family member information; medical information; political opinions; sex, sexual preferences; computer IP address; data on children; travel profiles; trade union membership; criminal records. Some countries consider some of these listed items as Sensitive Personal Identification Information (SPII).



Anonymous aggregate survey responses are used for TAG Group's ongoing research and analysis as allowed under the GDPR; individual Customer or Participant survey information is never identified.

How do you use Web Beacons?

Some of our web pages may contain electronic images known as web beacons (sometimes known as clear gifs) that allow us to count users who have visited these pages. Web beacons collect only limited information which includes a cookie number, time and date of a page view, and a description of the page on which the web beacon resides. We may also carry web beacons placed by third party advertisers. These beacons do not carry any personally identifiable information and are only used to track the effectiveness of a particular campaign.

How do you use Social Media Widgets?

TAG Group websites can include certain social media features, such as the Facebook button. These features may collect your IP address, may collect which page you are visiting on our sites, and may set a cookie to enable such feature to function properly. Social media features are either hosted by a third party or hosted directly on our sites. Your interactions with these features are governed by the privacy policy of the company providing it.

How do you use Blog Information?

Should you choose to add a comment to any posts that we have published on our sites for example in a blog, the name and email address you enter with your comment will be saved to the site's database, along with your computer's IP address and the time and date that you submitted the comment. This information is only used to identify you as a contributor to the comment section of the respective blog post and is not passed on to any of the third party data processors. Only your name will be shown on a site that is public-facing. Your posted comment(s) and its associated personal data will remain on this site until we see fit to either 1) remove the comment, or 2) remove the blog post. Should you wish to have the comment and its associated personal data deleted, please email us with your request, list your contact information and the email address that you commented with.

If you are under 18 years of age we request you obtain parental consent before posting a comment on our blog and sites.

NOTE: You should avoid entering personally identifiable information to the actual comment field of any blog post comments that you submit on this site.

How does TAG Group use Contact Forms and Email Links?

Should you choose to contact us using a contact form on our sites or an email link, the data you supply will be stored in our customer relationship management database or may be passed on to be processed by a contracted third party data processor(s). We do retain information from data requests in our customer relationship management system. Collated and transferred data is encrypted before being sent across the internet. We do not sell nor allow our processors to sell personal information TAG Group may obtain in conducting business.

Cookies

Use of Cookies – Practices and Procedures

TAG Group currently does not use cookies on her websites, mobile sites and mobile applications (“sites”).

Children’s Privacy

Our websites do not publish content or collect data that is directed at children.

Acceptance of Privacy Policy Terms

We reserve the right to modify this Policy at any time without prior notice. Any such change, update or modification will be effective immediately upon posting on this Site. Your continued use of the Site subsequent to changes to this Policy will mean that you accept the changes; therefore, you should bookmark this page and review it frequently.

Dispute Resolution

Any questions or concerns regarding the use or disclosure of Personal Information should be directed to TAG Group at the address below. We will investigate and attempt to resolve complaints and disputes regarding use or disclosure of Personal Information in accordance with the principles contained in this policy. TAG Group has also agreed to participate in the dispute-resolution procedures of the European Data Protection Authorities to resolve disputes pursuant to the GDPR or Privacy Shield principles.

Legal Disclaimer

Though we make every effort to preserve user privacy, we may need to disclose Personal Information when required by law wherein we have a good-faith belief that such action is necessary to comply with a current judicial proceeding or public safety.

Additional Information

In compliance with the Privacy Shield Principles and the GDPR, TAG Group commits to respond to inquiries about our collection or use of your personal information. EU, UK and individuals worldwide with inquiries regarding our privacy policy should contact us at:

TAG Group
Based in SYNERGISM
Zwarteweg 10
1412 GD Naardem
The Netherlands