

Introduction

fma offers services as further explained on our websites ('services'). fma has a high level of ambition when it comes to the quality of these services. An important component of that quality involves the protection of privacy and the careful handling of personal data.

This Privacy Statement applies to customers, visitors of the fma websites (fmanederland.nl, fmabelgium.be, fmadigital.eu, fmagermany.de) and to persons who have signed up for information that fma periodically sends out, such as our e-mail service.

For the purposes of this Privacy Statement, a customer is an organisation that contracts fma to perform services;

Why and how does fma collect personal data?

Our services to customers and candidates require us to collect personal information about individuals, e.g. in order to fill a vacancy for a client.

What kind of personal data does fma use?

Customer: fma uses company and contact information such as name, e-mail, position and telephone number. fma also uses other information provided by customers, such as minutes of meetings or a list of contacts with personal data.

Use of personal data

fma processes personal data for the following purposes: customers: customer information is used to carry out the agreement with fma and the legitimate interests of fma, such as customer relationship management and marketing. For research that a customer wants to have carried out, fma may use a limited set of personal information for this purpose, such as position and industry. It may also use such data for the purpose of analysing or improving our services, e.g. in the context of a request to fill in an online survey.

In order to be able to better assess a candidate's suitability, fma may use information about and from the referring party to perform the services in some cases.

E-mail service and communication

When a visitor, customer or candidate applies for our e-mail service or other online communication services, we process their name and e-mail address.

Users may choose to stop receiving these messages at any time by clicking the Unsubscribe button in any message.

Retention period

fma processes personal information for as long as this is necessary to provide the services and achieve the purposes mentioned above. At the end of this period, the personal information will be deleted or anonymised.

Rights: access, correction, data portability, objection, deletion and complaints

Candidates, customers or referring parties are not required to provide personal data to fma. This may result in fma being unable to perform the services.

Permission given may be withdrawn at any time. Requests may also be made to fma with regard to discontinuing the processing of personal data. Candidates, customers or referring parties are always entitled to know which personal information fma keeps. They may request access thereto and inform fma of any inaccuracies, propose changes, request data portability, object to processing by fma or request that data be deleted. Any request to this effect may be submitted via geert@fmabelgium.be. Requests will be handled within a period of 2 weeks.

Any complaints about how fma uses personal information can also be sent to this address. If a complaint has not been satisfactorily dealt with, you can contact the Data Protection Authority via [this link](#).

Storage and Security

Personal information is stored in the various applications that fma uses for business purposes. This data is stored within the EU. fma's applications are protected by technical and organizational measures aimed at protecting the personal information of candidates as much as possible against loss or accidental use.

Third parties

In some cases, fma may use external service providers who receive personal information about candidates and customers in order to provide its services. These are external suppliers used by fma for various purposes including office automation, storage, e-mail and telephony services, etc. These third parties may contractually use the personal information only for the stated reason; they must keep it confidential and they are not allowed to use or disclose personal information on their own.

General/website

fma wants to know how many people visit its websites. The identity of the visitors is not important. Therefore, no specific personally identifiable information is stored or retained. However, certain information is kept and stored anonymously: the number of visitors, which part of the site is visited (the most frequently), the time of the visits, the country from which the site is visited and general information about the software used by the visitor. For this purpose, fma's websites use cookies. You can read about cookies [here](#).

Changes

fma may change this Privacy Statement from time to time. fma shall make every effort to inform customers about any such changes.