Privacy Policy

Realeyezation | Atelier Ernya

With personal care and respect for your privacy.

Version: 8 November 2026

1. Introduction

At Realeyezation | Atelier Ernya, personal attention, trust and care are at the heart of everything we do.

This applies not only to our coaching, courses, workshops and creative activities, but also to the way we handle your personal data.

This Privacy Policy explains what personal information we collect, why we use it, how we protect it and what rights you have.

Realeyezation | Atelier Ernya processes personal data in accordance with the General Data Protection Regulation (GDPR).

2. Who Is Responsible for Your Personal Data?

The data controller responsible for processing your personal data is:

Realeyezation | Atelier Ernya

Ernya Hilton-de Kooter

Location: Zoetermeer, the Netherlands

Business address: Duiveland 13, 2716 BL Zoetermeer

Email: ernya@msn.com

Chamber of Commerce (KvK) registration number: 27313479

3. What Personal Data Do We Collect?

Depending on your contact with us or the services you use, we may process the following personal data:

- First and last name
- Email address
- Telephone number

- Postal address and place of residence
- Billing and payment information
- Details of orders and purchases
- Registration and participation details for courses, workshops and coaching
- Information you voluntarily provide when contacting us
- Correspondence via email or contact forms

We only collect personal data that is necessary for the relevant purpose.

4. Why Do We Use Your Personal Data?

We process personal data for the following purposes:

Coaching and Personal Guidance

To arrange appointments, maintain communication and provide the agreed services.

Courses, Workshops and Painting Lessons

To process registrations, provide information about activities, arrange appointments and manage payments.

Book Sales

To process and confirm orders, calculate shipping costs, provide payment information and arrange delivery of books, including *Kabouterfluisteringen*.

Artwork Sales and Commissions

To discuss and carry out commissions, agree on individual requirements, process payments and arrange delivery of artworks.

Business Administration

To maintain financial records and comply with legal obligations.

5. Legal Grounds for Processing Personal Data

We process personal data only when there is a valid legal basis.

Depending on the circumstances, this may include:

- **Performance of a contract:** for example, when providing coaching, organising courses or selling books and artworks.
- **Legal obligation:** for example, maintaining financial records required by law.
- **Legitimate interests:** for example, necessary business communication and security, following a careful assessment of the interests involved.

- **Consent:** where legally required, such as publishing identifiable personal experiences or photographs.

Where processing is based on consent, you may withdraw that consent at any time. Withdrawal does not affect the lawfulness of processing carried out before consent was withdrawn.

6. Confidentiality During Personal Guidance

During coaching and personal guidance, participants may share personal experiences, feelings and life stories.

All matters discussed during sessions are treated as strictly confidential.

No personal client files, detailed session notes or written records of coaching conversations are created or retained.

Personal information shared during sessions is not disclosed to third parties unless a legal obligation or another valid legal basis permits or requires disclosure.

Where special categories of personal data, such as health information, are processed, the additional requirements of the GDPR will be respected.

Personal stories or experiences will not be published in an identifiable form without an appropriate legal basis, such as explicit consent where required.

7. Order Forms and Online Enquiries

A digital order form using Google Forms may be used to order books.

Information entered into this form is used to:

- Process your enquiry
- Calculate shipping costs
- Communicate the total purchase price
- Process an order following your confirmation
- Arrange payment and delivery

Information submitted through Google Forms may be processed and stored using Google's services.

Your information will not automatically be used to send newsletters or promotional messages.

When using external service providers, we take applicable data protection legislation and relevant contractual arrangements into account.

8. Sharing Personal Data with Third Parties

We do not sell personal data.

Where necessary, personal data may be shared with third parties involved in providing our services, including:

- Postal and delivery services
- Accounting and administrative service providers
- Website hosting, email and online form providers
- Payment service providers and banks

Only the information necessary for the relevant purpose will be shared.

Where a service provider processes personal data on our behalf, an appropriate data processing agreement will be concluded if legally required.

Where personal data is transferred outside the European Economic Area (EEA), applicable legal safeguards will be used.

9. How Long Do We Keep Personal Data?

We do not retain personal data longer than necessary for the purposes for which it was collected.

The following principles apply:

Financial Records

Financial and administrative records subject to Dutch tax retention requirements are generally retained for seven years.

Orders and Purchases

Order information is retained for as long as necessary to process the purchase, handle possible warranty-related matters and comply with legal obligations.

Courses and Workshops

Participant information is retained only for as long as necessary to organize and complete the activity and fulfil any applicable legal obligations.

Coaching and Personal Guidance

No personal client files or written records of coaching sessions are maintained.

Only information necessary for appointments, communication, payments and statutory administrative obligations is retained, and only for as long as necessary or legally required.

General Enquiries

Personal data from general enquiries is deleted when it is no longer needed, unless a legal obligation or another legitimate reason requires continued retention.

10. Security of Personal Data

Realeyezation | Atelier Ernya takes appropriate technical and organizational measures to protect personal data against loss, unauthorized access and unlawful use.

Access to personal data is limited to those who require it for carrying out their work.

11. Use of Cookies

According to the website's current cookie settings and checks, the Realeyezation | Atelier Ernya website uses only strictly necessary functional cookies.

These cookies are used to ensure that the website functions properly and securely.

They are not used to track visitors for personalised advertising.

Prior consent is not required for strictly necessary functional cookies.

If the website's use of cookies or other tracking technologies changes, this Privacy Policy will be updated and consent will be requested where legally required.

12. Photographs, Creative Works and Publications

Photographs of artworks or activities may be taken during courses, workshops and other creative activities.

Identifiable photographs of participants will not be published for promotional purposes without appropriate consent.

The same applies to personal experiences or stories that can be traced back to an individual.

Consent for publication may be withdrawn for future use where applicable under the law.

13. Your Privacy Rights

Under the GDPR, and depending on the circumstances, you have the right to:

- Access your personal data
- Request correction of inaccurate information
- Request deletion of your personal data
- Request restriction of processing
- Object to certain types of processing
- Request data portability where applicable
- Withdraw previously given consent

To exercise these rights or ask questions about your personal data, please contact:

ernya@msn.com

We will respond within the legally required period, generally within one month.

Where necessary, we may request additional information to verify your identity.

You also have the right to submit a complaint to the Dutch Data Protection Authority (*Autoriteit Persoonsgegevens*).

Website: https://autoriteitpersoonsgegevens.nl

14. Links to External Websites

Our website may contain links to websites operated by third parties.

Realeyezation | Atelier Ernya is not responsible for the privacy policies or content of external websites.

We encourage visitors to review the privacy policies of those websites.

15. Automated Decision-Making

Realeyezation | Atelier Ernya does not make decisions based solely on automated processing that produce legal effects or similarly significant consequences for individuals.

16. Changes to This Privacy Policy

This Privacy Policy may be updated when our services, personal data processing practices or applicable legislation change.

The most recent version will be published on our website.

17. Contact

If you have any questions about this Privacy Policy or how your personal data is handled, please feel free to contact us.

Realeyezation | Atelier Ernya

Ernya Hilton-de Kooter

Email: ernya@msn.com

Trust begins with care. Your personal information deserves the same attention and respect as the stories you choose to share with us.