

The Financial Markets Academy, located at

Forellendaal 545
2553 JW The Hague

is responsible for the processing of personal data as shown in this privacy statement.

Contact details:

<https://www.tfma.nl>

Forellendaal 545
2553 JW Den Haag
+31 6 4125 98 11
info@tfma.nl

Personal data we process

The Financial Markets Academy processes your personal data because you use our services and/or because you provide them to us yourself.

Below is an overview of the personal data we process:

- First and last name
- Address
- Telephone number
- Email address
- Employer / organization

Special and/or sensitive personal data that we process

Our website and/or service does not intend to collect data about website visitors who are younger than 16 years old. Unless they have permission from parents or guardian. However, we cannot verify that a visitor is over 16. We therefore recommend that parents be involved in their children's online activities in order to prevent data about children from being collected without parental consent. If you are convinced that we have collected personal data about a minor without that consent, please contact us at info@tfma.nl and we will delete this information.

The Financial Markets Academy processes your personal data for the following purposes:

- Handling your payment; the processing of all payments and the details thereof are executed by our payment partner (Buckaroo). Tfma.nl only stores the invoices.
- To be able to call or e-mail you if this is necessary to be able to perform our services.
- To deliver goods and services to you.
- The Financial Markets Academy also processes personal data if we are legally obliged to do so, such as data that we need for our tax return.
- The processing of all payments and the details thereof are done by our payment partner (Buckaroo B.V.). Tfma.nl does not store any data itself.

Automated decision-making

The Financial Markets Academy does not use automated decision-making.

How long we keep personal data

The Financial Markets Academy does not store your personal data any longer than is strictly necessary to achieve the purposes for which your data is collected. We use the following retention periods for the following (categories) of personal data:

Invoices: 10 years (tax/legal obligation)

Exam results: 2 years by The Financial Markets Academy for viewing results by candidates, or 13 months by logistics exam partner Lamark B.V.

Sharing personal data with third parties

The Financial Markets Academy shares your personal data with various third parties if this is necessary for the execution of the agreement and to comply with any legal obligation. In addition, The Financial Markets Academy provides your personal data to other third parties that we need in the context of our services, such as accountants, payment services and lawyers.

Cookies, or similar techniques, that we use

The Financial Markets Academy uses cookies to make good use of the website, such as logging in or saving the progress of the lessons. We do not use personal data for analysis. A cookie is a small text file that is stored on your computer, tablet or smartphone when you first visit this website. The cookies we use are necessary for the

technical operation of the website and your ease of use. They ensure that the website works properly and remember, for example, your preferred settings. It also allows us to optimize our website. You can opt out of cookies by setting your internet browser to stop storing cookies. In addition, you can also delete all information that has previously been stored through your browser's settings.

Viewing, modifying or deleting data

You have the right to view, correct or delete your personal data. In addition, you have the right to withdraw your consent to the data processing or to object to the processing of your personal data by The Financial Markets Academy and you have the right to data portability. This means that you can submit a request to us to send the personal data that we have about you in a computer file to you or another organization named by you.

You can send a request for inspection, correction, deletion, data transfer of your personal data or a request to withdraw your consent or object to the processing of your personal data to info@tfma.nl.

To ensure that the request for access has been made by you, we ask you to send a copy of your proof of identity with the request. In this copy, 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). This is to protect your privacy. We will respond to your request as soon as possible, but within four weeks.

The Financial Markets Academy would also like to point out that you have the option of submitting a complaint to 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

The Financial Markets Academy takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure and unauthorized modification, including at server level and by means of a firewall. If you have the impression that your data is not properly secured or there are indications of misuse, please contact us via info@tfma.nl