

PRIVACY POLICY

Personal data collected via this website will be processed by **INTERCULTURAL EXECUTIVE COACH LTD. – ICEC HEREAFTER** as owner of the website:

Intercultural Executive Coach Ltd.
Kleebergstraße 10
60322 Frankfurt am Main
Germany

ralph.spangenberg@icec.global

Users of this website are kindly informed that any personal data they provide via the website, whether it be via any kind of form, email, or by any other means, will be processed in line with the information provided in this Privacy Policy.

FOR WHAT PURPOSES IS DATA COLLECTED?

Data collected will be used for the following purposes:

1. To send commercial information via electronic or other means, regarding the services offered by and/or events organized by ICEC.
2. To respond to requests, claims, queries and/or complaints from the user.

All data will be collected lawfully, with the user's consent. This consent may be revoked at any time, but this will not affect any previous use of the data. The user is not obliged to provide this data; however, if it is not provided, it will not be possible to carry out the actions described above. Therefore, the communication of personal data is a necessary requirement in order to respond to requests, claims, queries and/or

complaints made via this means, and/or to send commercial information about the company.

3. To carry out the contracted services.

In this case, the data will be used according to the legal relationship established between the parties. The user is obliged to provide the necessary personal data; otherwise, it will not be possible to carry out the services.

HOW LONG IS DATA RETAINED?

Regarding the points outlined above, data will be retained:

1. In the case of data being provided for the sending of commercial information, it may be retained indefinitely for this purpose, unless the user does not give his or her consent to it being used for this purpose or revokes their consent.

2. In the case of requests for information or complaints, data will be retained for as long as is required in order to respond to the request or process the complaint. After this, it will be saved for record-keeping purposes, except where a user requests the deletion of this data via the email address provided above.

3. In the case that data is provided for the provision of services, it will be retained for as long as is required to deliver the service, and, beyond this, for as long as is necessary to fulfil legal requirements.

The user agrees to the collection and usage of data provided when navigating the site, or via any type of form as specified above.

If third-party data is provided via this website, the person providing the data assumes the responsibility of having previously obtained that party's consent and informed them of all the points covered by article 14 of the General Data Protection Regulations.

Furthermore, ICEC informs the user that events, promotions and other types of commercial information may be published via its social media sites, and the user gives their consent to receive this information by the mere fact of adding ICEC as a "friend" or becoming a "follower" of ICEC on these sites. If the user no longer wishes to receive information from ICEC in his or her social media profiles, he or she must stop "following" or "defriend" ICEC on the relevant social media sites.

Regarding data collected, the user is entitled to exercise his or her rights according to existing data protection regulations, in particular regarding access, rectification, deletion, objection, restriction and portability, providing they are legally applicable. To exercise these rights, the user must send a written, signed document, detailing the nature of the request, accompanied by a photocopy of the interested party's Identity Document, to the address provided at the beginning of this Privacy Policy.

ICEC promises to only use the data provided for the purposes outlined in this Privacy Policy, respecting the confidentiality of this information at all times, and taking all the necessary measures to ensure the security of the data, avoiding any unauthorized alteration, loss, usage or access, in line with data protection regulations currently in force.

The user has sole responsibility for ensuring that the data provided either via the website or via social media sites is true,

accurate, complete and up-to-date, and accepts full liability for any inaccurate data provided.

Should you wish to remove, correct, or oppose any of the personal data we store, please email ralph.spangenberg@icec.global

AUTOMATED DECISION MAKING (CHATBOT)

We collect and store your email address via our 'chatbot' Drift and may send you future email communications.

COOKIE POLICY

1. DEFINITION OF COOKIES

A cookie is any kind of file or device downloaded onto Users' terminal equipment so as to store data that can be updated and recovered by the entity responsible for installing them. Among other things, cookies enable the storage and recovery of information on the surfing habits of Users on the terminal equipment and, depending on the data they contain and how the equipment is used, they may be used to recognize Users individually.

2. TYPES OF COOKIES USED ON THIS WEB SITE

OWN COOKIES

These are cookies sent to Users' terminal equipment from equipment or a domain managed by ICEC to render the services requested by Users.

THIRD-PARTY COOKIES

These are cookies sent to Users' terminal equipment from equipment or a domain not managed by ICEC but rather by another entity processing data obtained through cookies:

[Google Analytics] [Google DoubleClick]

With respect to the use of third-party cookies, Users are able to consult the cookie policy for each of the third parties through the webpages of the following:

Facebook, Twitter, Google Plus, Youtube, Vimeo, Google Analytics, Google Adwords, Mailchimp, SurveyMonkey.

SESSION COOKIES

This type of cookie is designed to collect and store information while Users are accessing our web site.

PERSISTENT COOKIES

This type of cookie keeps data stored on the terminal and can be accessed and processed for a certain period of time defined by the party responsible for the cookie. This may range from a few minutes to several years.

TECHNICAL COOKIES

These cookies enable Users to browse the web site and use the various options or services available, such as, for instance, control traffic and data communication, identify the session, enter areas with restricted access, etc.

CUSTOMIZATION COOKIES

These enable Users to access the service with certain general characteristics predefined in the light of a series of options chosen on the Users' terminals, such as, for example, the preferred language, the type of browser used to access the service, the regional set-up from which the service is accessed, etc.

ANALYTICAL COOKIES

These allow the parties responsible to monitor and analyse Users' behaviour on the web site they refer to. The data collected using this kind of cookie is used to measure the activity of the web site and to draw up surfing profiles for the various Users so as to introduce improvements following the analysis of the usage data collected from Users.

ADVERTISING COOKIES

These cookies allow the advertising spaces on the web site, if any, to be managed as effectively as possible, on the basis of such criteria as the published content or the frequency with which ads are shown.

BEHAVIOURAL ADVERTISING COOKIES

These also allow the advertising spaces on the web site, if any, to be managed as effectively as possible by storing information on Users' behaviour obtained through the ongoing observation of browsing habits. This enables a specific profile to be developed in order to show relevant advertising.

3. DISABLING OR ELIMINATING COOKIES

You are free to enable, disable or remove all the cookies installed on your terminal equipment by adjusting the cookies-related options on the browser installed on each device.

4. CONSENT

As indicated in the message on the web site's header, by entering this web site, you are agreeing to the installation and use of cookies. Users may at any time withdraw the consent given previously by eliminating the cookies installed, as explained in the preceding section. You should be aware, however, that this may have an impact on the web site's features and may make your experience as a user less satisfactory.