

PRIVACY STATEMENT

Transitionstudio

Middelberterweg 48 · 9723 EW Groningen · The Netherlands

CoC: 77783212 · VAT: NL861143188B01

transitionstudio.global · info@transitionstudio.global

Version 2.0 · 9 March 2026

1. General information

Transitionstudio takes your privacy seriously. We process personal data when you use our website, our services or surveys, or when you provide this information to us directly.

Under the General Data Protection Regulation (GDPR), Transitionstudio is the controller for the processing of personal data via our website (transitionstudio.global), our individual survey platform (individual.transitionstudio.global) and our team survey platform (tools.transitionstudio.global).

All data you provide to Transitionstudio is used exclusively in accordance with the GDPR and with due care.

2. Personal data we process

2A. Via the website, when you make an online purchase:

- First and last name
- Address details (including billing address if different)
- Email address
- Phone number

Google Analytics, depending on the cookies you accept or decline:

- Data about your activities on our website
- IP address and device type
- Other personal data you actively provide (e.g. via the contact form)

2B. Via our surveys

- Name
- Email address
- Team name or team composition
- Responses to survey questions
- Other personal data you actively provide when completing a survey

3. Special and/or sensitive personal data

Our website and services are not directed at visitors under the age of 16. We do not knowingly collect data from minors. We recommend that parents or guardians stay involved in their children's online activities.

If you believe we have collected personal data from a minor without consent, please contact us at info@transitionstudio.global. We will delete this data immediately.

4. Purposes and legal bases

We process your personal data solely for the purposes listed below and on the basis of the legal grounds indicated (GDPR art. 6).

Purpose	Legal basis (GDPR art. 6)	Data
Processing your payment	Performance of contract (art. 6.1.b)	Name, adres, e-mail, invoice details
Sending newsletter or offers	Consent (art. 6.1.a)	Email address, naam
Responding to enquiries or contact forms	Legitimate interest (art. 6.1.f)	Name, e-mail, phone
Conducting and processing individual surveys	Performance of contract (art. 6.1.b)	Name, e-mail, team, answers
Conducting and processing team surveys	Performance of contract with client (art. 6.1.b)	Name, e-mail, team, answers
Website behaviour analysis to improve the website	Legitimate interest (art. 6.1.f)	IP address, behavioural data
Legal obligations (e.g. tax administration)	Legal obligation (art. 6.1.c)	Name, adres, invoice details

5. Retention periods

Transitionstudio does not retain your personal data longer than strictly necessary for the purpose for which it was collected. We apply the following retention periods:

Category	Retention period	Reason
Personal data of survey participants (name, email, role, responses)	2 months after delivery of report	Shortest possible period; no longer needed once report is verified
Contact details (registration for activities, workshops, training programmes)	6 months after the activity ends	Invoice verification, participant lists, contact regarding changes
Newsletter subscribers	Until unsubscription	Performance of subscription
Financial and accounting records	7 years	Statutory retention obligation (tax legislation)

For information about the retention period in your specific case, please contact us at info@transitionstudio.global.

6. Processors and third parties

Transitionstudio does not sell your data to third parties. We only share personal data with third parties where this is necessary for the performance of our agreement with you, or to comply with a legal obligation.

We enter into a data processing agreement with all parties that process personal data on our behalf, to ensure the same level of security and confidentiality. Transitionstudio remains responsible for this.

We use the following (sub-)processors:

Party	Role	Location	DPA status
Wiselink SRL	Software development of survey platforms	Romania (EEA)	DPA in place
Mollie B.V.	Payment processing	Netherlands (EEA)	Processed under own GDPR policy
MailBlue / ActiveCampaign	Email marketing and transactional email	EU data centre (EEA)	DPA in place
WooCommerce / Automattic	Webshop	EU data centre (EEA)	DPA in place
Snelstart (or successor)	Accounting (under review)	Netherlands (EEA)	Covered by general terms and conditions
Google (Analytics)	Website analytics	EEA / US (SCCs)	DPA via Google account
Buro Staal	Website development and management	Netherlands (EEA)	Covered by general terms and conditions

7. Cookies

Transitionstudio uses cookies. A cookie is a small text file stored on your device the first time you visit our website. We use the following types of cookies:

- Functional cookies — necessary for the proper functioning of the website (e.g. remembering your preferences). These cookies are placed without your consent.
- Analytical cookies — for tracking website visits and improving our services (e.g. Google Analytics). These are only placed after your consent.

On your first visit to our website, we ask for your consent to non-functional cookies. You can change your cookie preferences at any time via our website. More information can be found in our cookie statement.

8. Security

Transitionstudio takes the security of your data seriously and takes appropriate technical and organisational measures to prevent misuse, loss, unauthorised access, unwanted disclosure and unauthorised modification.

Our website uses SSL encryption (HTTPS). You can recognise this by the padlock symbol in your browser and https:// in the URL. All sections where you enter data are secured with SSL.

If you suspect that your data is not properly secured, or if you notice signs of misuse, please contact us immediately at info@transitionstudio.global.

9. Your rights

Under the GDPR, you have the following rights regarding your personal data:

- Right of access (art. 15 GDPR) — you may request to see which data we process about you.
- Right to rectification (art. 16 GDPR) — you may have inaccurate data corrected.
- Right to erasure (art. 17 GDPR) — you may request deletion of your data.
- Right to restriction (art. 18 GDPR) — you may request that less data is processed.
- Right to data portability (art. 20 GDPR) — you may request your data in a structured format.
- Right to object (art. 21 GDPR) — you may object to processing based on legitimate interest.
- Right to withdraw consent — where processing is based on consent, you may withdraw it at any time.

To submit a request, send an email to info@transitionstudio.global, including a copy of your identity document. Please redact your photo, passport number and citizen service number (BSN) to protect your privacy.

Transitionstudio will respond to your request as soon as possible, and in any event within one month.

10. Complaints

If you have a complaint about how we process your personal data, please contact us first at info@transitionstudio.global. We will be happy to resolve this in consultation with you.

You also have the right to lodge a complaint with the Dutch Data Protection Authority:

Dutch Data Protection Authority

Bezuidenhoutseweg 30 · 2594 AV The Hague

www.autoriteitpersoonsgegevens.nl

11. Amendments

Transitionstudio reserves the right to amend this privacy statement. We recommend consulting this statement regularly. In the event of material changes, we will notify you proactively, for example by email or via a notice on our website.

12. Contact and controller

For questions about this privacy statement or about the processing of your personal data, please contact:

Transitionstudio

Attn: GDPR controller

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