

## PRIVACY DECLARATION

### CONTACT DETAILS

Mieke Vander Heyden, with Moving Hearts Therapy, located at Lindeberg 19/2, 9500

Geraardsbergen, Belgium. Company number 0823 136 654

Mieke Vander Heyden is responsible for the processing of personal data as shown in this privacy declaration.

You can reach Mieke Vander Heyden via [info@movingheartstherapy.com](mailto:info@movingheartstherapy.com) or +32 495551703

The Privacy Commission is the Data Protection Officer of Moving Hearts Therapy. He/she can be reached via [contact@apd-gba.be](mailto:contact@apd-gba.be)

### PERSONAL DATA WE PROCESS

Moving Hearts Therapy, VANDER HEYDEN department processes your personal data because you use our services and/or because you provide this data to us yourself via our contact form on the website or via telephone consultation, Wordpress (the website builder), Woocommerce (the webshop) and google Analytics. Below you will find an overview of the personal data that we process:

- First and last name
- Sex
- Date of birth
- Birthplace
- Address data
- Phone number
- E-mail address

- IP address
- Other personal data that you actively provide, for example by creating a profile on this website, in correspondence and by telephone
- Location data
- Information about your activities on our website
- Internet browser and device type

### **SPECIAL AND/OR SENSITIVE DATA WE PROCESS**

Our website and/or service does not intend to collect data about website visitors who are younger than 16 years of age. Unless they have parental or guardian permission. However, we cannot check whether a visitor is older than 16. We therefore advise parents to be involved in the online activities of their children, in order to prevent data about children being collected without parental consent. If you are convinced that we have collected personal information about a minor without this permission, please contact us at [info@movingheartstherapy.com](mailto:info@movingheartstherapy.com) and we will delete this information.

### **FOR WHAT PURPOSE AND ON WHAT BASIS WE PROCESS YOUR DATA**

Mieke Vander Heyden, processes your personal data for the following purposes:

- Handling your payment
- Sending our newsletter and/or advertising brochure
- To be able to call or e-mail you if this is necessary to be able to carry out our services
- Inform you about changes to our services and products
- Mieke Vander Heyden, analyzes your behavior on the website in order to improve the website and to tailor the range of products and services to your preferences.

-Mieke Vander Heyden, also processes personal data if we are legally obliged to do so, such as data that we need for our tax return.

### **HOW LONG WE KEEP PERSONAL DATA**

Mieke Vander Heyden does not store your personal data for 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:

- first and last name, telephone number, e-mail address and other data that you actively provide in correspondence or by telephone: 2 years
- location data and data about your activities on our website: 2 years

### **SHARING PERSONAL DATA WITH THIRD PARTIES**

Mieke Vander Heyden only provides to third parties and only if this is necessary for the execution of our agreement with you or to comply with a legal obligation. We conclude a processor agreement with companies (such as Wordpress, with which this website was built) that process your data on our behalf to ensure the same level of security and confidentiality of your data.

### **ACCESS, DELETE OR MODIFY 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 Mieke Vander Heyden, Moving Hearts Therapy you have the right to data portability. This means that you can submit a request to us to send the personal data we have about you in a computer file to you or another organization mentioned by you. You can send a request for access, correction, deletion, data transfer of your personal data or request for withdrawal of your

consent or objection to the processing of your personal data to [info@movingheartstherapy.com](mailto:info@movingheartstherapy.com). 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. Make your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and Citizen Service Number (BSN) black in this copy. This is to protect your privacy. We will respond to your request as soon as possible, but within four weeks. Mieke Vander Heyden, would also like to point out that you have the option of submitting a complaint to the national supervisory authority, the Pricavy Commission. You can do this via the following link: <https://www.privacycommissie.be/>

### HOW WE SECURE PERSONAL DATA

Moving Hearts Therapy, takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure and unauthorized modification. If you feel that your data is not properly secured or there are indications of abuse, please contact Mieke Vander Heyden via [info@movingheartstherapy.com](mailto:info@movingheartstherapy.com)

### COOKIE STATEMENT, version September 2021

#### USE OF COOKIES

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. We can also optimize our website with this.

#### CONSENT TO USE COOKIES

You can opt out of cookies by setting your internet browser so that it no longer stores cookies. In addition, you can also delete all information that was previously stored via the settings of your browser.

Your permission is required for the use of cookies. We do this by means of a so-called cookie banner.

### THE TYPES OF COOKIES USED AND THEIR OBJECTIVES

Mieke Vander Heyden, Moving Hearts Therapy, only uses technical and functional cookies. And analytical cookies that do not infringe on your privacy.

We use **functional cookies** to make the website function better and to offer a more user-friendly experience for the visitor. For example, we store the service you want to book, or the cookie PPL ensures that you can choose your preferred language during your website visit.

**Anonymized analytical cookies** ensure that an anonymous cookie is generated every time you visit a website. These cookies know whether you have visited the site before or not. A cookie is only created on the first visit. On subsequent visits, the existing cookie will be used. This cookie is for statistical purposes only. This allows the following data to be collected:

- the number of unique visitors
- how often users visit the site
- which pages users view
- how long users view a particular page
- at which page visitors leave the site.

**Analytical cookies** ensure that a cookie is generated every time you visit a website. These cookies know whether you have visited the site before or not. A cookie is only created on the first visit.

On subsequent visits, the existing cookie will be used. This cookie is for statistical purposes only.

This allows the following data to be collected:

- which pages you have viewed
- how long you stayed on a particular page
- at which page you left the site.

Woo-commerce uses the following cookies and retention periods:

(<https://docs.woocommerce.com/document/woocommerce-cookies/#>)

• COOKIE NAME	DURATION	PURPOSE
woocommerce_cart_hash	session	Helps WooCommerce determine when cart contents/data changes.
woocommerce_items_in_cart	session	Helps WooCommerce determine when cart contents/data changes.
wp_woocommerce_session_	2 days	Contains a unique code for each customer so that it knows where to find the cart data in the database for each customer.

• COOKIE NAME	DURATION	PURPOSE
woocommerce_recently_viewed	session	Powers the <a href="#">Recent Viewed Products</a> widget.
store_notice[notice id]	session	Allows customers to dismiss the <a href="#">Store Notice</a> .

### BLOCK AND DELETE COOKIES

You can easily block and delete cookies yourself via your internet browser. You can also set your internet browser in such a way that you receive a message when a cookie is placed. You can also indicate that certain cookies may not be placed. View the help function of your browser for these options. Be aware that if you do not want cookies, we can no longer guarantee that our website works properly. It is possible that some functions of the site are lost or even that you can no longer visit the website at all.

### NEW DEVELOPMENTS AND UNFORESEEN COOKIES

The texts of our website can be adjusted at any time due to continuous developments. This also applies to our cookie statement. Therefore, please read this statement regularly to stay informed of any changes.

Blog articles may use content hosted on other sites and made accessible on [www.movingheartstherapy.com](http://www.movingheartstherapy.com) by means of certain codes (embedded content). Consider, for

example, YouTube videos. These codes often use cookies. However, we have no control over what these third parties do with their cookies.

It is also possible that cookies are placed via our websites by others, of which we are not always aware. Do you encounter unforeseen cookies on our website that you cannot find in our overview? Let us know at [info@movingheartstherapy.com](mailto:info@movingheartstherapy.com). You can also contact the third party directly and ask which cookies they place, what the reason is, what the lifespan of the cookie is and how they have guaranteed your privacy.

### THE USE OF IMAGES ON THE SITE

**Logo:** created by Mar G.I. & bizz.agency

#### Home Page

- Header, Mieke: Phothomas.be
- Psychotherapy: Phothomas.be
- Laughter Yoga: Joni
- New 'YOU' Retreat: Mieke Vander Heyden
- Mieke on chair: Attilio Leisdovich

#### Therapy & Coaching

- Header: Phothomas.be
- Mieke: nomadic.daughter fotografia
- 1-on1: Phothomas.be
- Suitcase with books: Canva
- Integrative Psychotherapy: Amber
- Creative Art Therapy: Phothomas.be
- Group Therapy: Treehouse Nicaragua
- Transformational Retreats: Mieke Vander Heyden
- Experimental workshops: Emilie Bloh

#### Workshops

- Header: Emilie Bloh
- Painting participants: Mieke Vander Heyden
- Dancing: Audrey Latasse
- Mieke: Shoot your Shot Photography
- Transformational retreats: Mieke Vander Heyden



- Psychotherapy: Phothomas.be

## **Retreats**

- Header, Moving Hearts Retreats: Mieke Vander Heyden
- Snapshots previous retreats:
  - Group in circle: Treehouse Nicaragua
  - Dancing: Sean-Ray Canny
  - Mieke in clay: Mariza Marzocchi
  - Relaxation: Sean-Ray Canning
  - Fruit dish: provided by Casa Bambu
  - Laughter Yoga: Sean-Ray Canning
  - Laughing participants: Sean-Ray Canning
  - Ritual with candles: Dani
  - Sloth: Pixabay
  - Group picture inside: Phothomas.be
  - Group picture in garden: Phothomas.be
  - Participants at beach: Jenna Standfield
- Fireworks: Roven-images-HxeBUWUiA1A-unsplash
- Painting Soul Food for professional Caregivers: jr-korpa-zERcyPHGLMo-unsplash
- Painting Creative Transformation Retreat: jr-korpa-krkc41IZwtU-unsplash
- Painting Creative Facilitator Training: Jr-korpa-GQeSfSWmXvI-unsplash
- Butterfly process: Shutterstock
- Butterfly Woman: Canva
- Mieke: Shoot Your Shot Photography
- Mieke in chair: Attilio Leisdovich
- Experimental workshops, group picture: Emilie Bloh
- Mieke, psychotherapy: Phothomas.be

## **About Mieke**

- Mieke: Shoot Your Shot Photography
- Painting as background quote: jr-korpa-H\_BJWThZRok-unsplash
- Mieke on chair: Attilio Leisdovich

## **Contact**

- Header, Mieke: Phothomas.be

## **New 'YOU' Retreat**

- Fireworks: Roven-images-HxeBUWUiA1A-unsplash
- Workshop Picture: Emilie Bloh
- Waterfall: marcelo-villalobos-qH635B\_agHg-unsplash
- Frog: david-trana-VRXBA8E6MfM-unsplash
- Sea with hand: kristopher-roller-PC\_lbSSxCZE-unsplash
- River: fabio-fistarol-efm0EirfOBQ-unsplash

- Yoga poses in jungle: provided by Tropical Garden de Osa
- Cocktail: nature-zen-tgwi1-IPkXY-unsplash
- Beach with bottle: andrew-bui-z7rzbFHXym0-unsplash
- Coconuts: machacek-jvdvp6bpITs-unsplash.
- Mieke: Shoot Your Shot Photography
- Red painted Background: jr-korpa-krkc41IZwtU-unsplash

### **Soul Food for Professional Caregivers**

- Header, background painting: jr-korpa-zERcyPHGLMo-unsplash
- Beach: nathan-farrish-6rsiaZ-xF1s-unsplash
- Painting with quote: jr-korpa-H\_BJWThZRok-unsplash
- Waterfall: fabio-fistarol-efm0EirfOBQ-unsplash
- Workshop Picture: Phothomas.be
- Waterfall: etienne-delorieux-e5sp18O40yA-unsplash
- Yoga poses in jungle: provided by Tropical Garden de Osa
- Food: ralph-ravi-kayden-AUlyA3qaHJQ-unsplash
- Colibri: zdenek-machacek-p-DDK9IOmmE-unsplash
- Coconuts: machacek-jvdvp6bpITs-unsplash
- Mieke: Shoot Your Shot Photography
- Background Creative Facilitator Training: Jr-korpa-GQeSfSWmXvl-unsplash

### **Creative Transformation Retreat**

- Red painted Background: jr-korpa-krkc41IZwtU-unsplash
- Nayaca Waterfall: <https://www.shutterstock.com/image-photo/nauyaca-waterfalls-costa-rica-577305346>
- Sunset: Josue-barboza-navas-IXbqVHlgd18-unsplash
- Creative materials: Elena-mozhvilo-E00p5ySEHmM-unsplash
- Jungle: Marcel-Christen-oWYU54Pu0Tk-unsplash
- Venue: provided by Shala Sol
- Vegetable dish: anna-pelzer-IGfIGP5ONV0-unsplash
- Monkey: Stephanie-leblanc-2SSfDrijTRs-unsplash
- Coconuts: machacek-jvdvp6bpITs-unsplash.
- Mieke: Shoot Your Shot Photography
- Fireworks: Roven-images-HxeBUWUiA1A-unsplash

### **Creative Facilitator Training**

- Header background painting: Jr-korpa-GQeSfSWmXvl-unsplash
- Painted hands: Canva
- Mountain view: dreamstime\_XXL\_97312696
- Mieke in blue dress: Attilio Leisdovich
- Background picture: Curt Valmy
- Workshop picture: Sean-Ray Canning
- Workshop Picture: Emilie Bloh
- Beach: provided by Casa Bambu

- Venue: provided by Casa Bambu
- Picture Mieke in clay: Marisa Marzocchi
- Breakfast: provided by Casa Bambu
- Coconuts: machacek-jvdvp6bpITs-unsplash.
- Mieke: Shoot Your Shot Photography
- Painting: jr-korpa-zERcyPHGLMo-unsplash