



Privacy Policy of *Stichting Aanpak Financieel-economische Criminaliteit in Nederland* (Foundation against Financial and Economic Crime in the Netherlands, or SafeCin), a holding organisation operating under the name of *Fraudehulpdesk* (Fraud Help Desk in English).

This Privacy Policy explains what information we collect from you when you visit our website and why we collect this information. Our Privacy Policy applies to anyone who reports fraud on our website www.fraudehulpdesk.nl, registers as a participant or uses the website as a visitor. It also applies when contact is made with Fraudehulpdesk in other ways (e.g. by email or telephone). By using this website or by contacting us on our phone number 088 786 73 72, you consent to the data practices described in this Privacy Policy. For the sake of completeness, we refer to our [Protocol](#), of which our Privacy Policy forms part.

Fraudehulpdesk and its activities and services are part of the Foundation against Financial and Economic Crime in the Netherlands (SafeCin). The organisation respects the privacy of all visitors to its website and ensures that any personal information which you give us, either online or by phone, will be treated confidentially. All our staff have submitted a statement of confidentiality to our foundation.

1. Website management

The websites www.fraudehulpdesk.nl and www.fraudhulpdesk.org (hereafter the “website”) is hosted by iXL Hosting B.V., based in Ede.

2. Website visitor information

The website keeps track of general visitor data. Information obtained from one or more visits to the website is collected by Fraudehulpdesk to gain insights into website visitors. This enables us to constantly adapt our services, such as the publication of alerts on the website, in accordance with our key objectives. In addition, the information we obtain is used for statistical analysis of visits and click behaviour. The data thus obtained will be depersonalized as much as possible and will not be passed on to third parties. We use Google Analytics to track how visitors use the website. This enables us to modify our news reporting accordingly. For more information, please read the [Google Privacy Policy](#) or the more specific [Google Analytics Privacy Policy](#).

3. Social media

The website contains social media buttons which serve to promote or share pages on Facebook, Twitter and Instagram. Google+ and YouTube are also used. Fraudehulpdesk also publishes alerts on these social media channels itself, using its own account. The buttons on the website which link to the abovementioned social networks are created by code generated by Facebook, Twitter, Instagram and YouTube. Read the Privacy Policy of [Facebook](#), [Twitter](#), [Instagram](#), [YouTube](#) and [Google+](#) to find out how these services process your personal data.

4. Cookies

Fraudehulpdesk uses functional and analytical cookies to gain insight into the functioning and effectiveness of the website. Social media buttons have been added to the website to enable visitors to share its content. The cookies used by these social media (the third parties mentioned in point 3) may also collect data outside of our website. For more information, please read the Cookie Policy published by [Facebook](#), [Twitter](#), [Instagram](#), [YouTube](#) and [Google+](#).

5. Recording phone calls

All calls to our phone number 088 786 73 72 are recorded for training or quality control purposes. The recorded information will not be shared with third parties and kept for a maximum period of 90 days. The information may be shared internally, however, but only for the purpose of quality control and training. Our employees are obliged to respect the confidentiality of any information you supply.

6. Information about people reporting fraud

Anyone who either fills out report forms on our website, sends a message to an email address used by Fraudehelpdesk, or phones 088 786 73 72 to file a fraud report, will be asked to submit (personal) details. This makes it possible for us to officially register the reported incident and give you further information or advice. These data may be passed on to the judicial and prosecution authorities and will be kept on file for a period of five years, unless there are substantiated reasons to store the data for a longer period and this cannot be done anonymously. The information you report will not be shared with any media without your explicit prior approval given on the report form or by phone. You may revoke the permission you have given us at any time. Anonymous reports will not be registered. Reports that don't fit within the objectives of Fraudehelpdesk will be deleted after 90 days. The information given in any email sent to Fraudehelpdesk, other than a fraud report, will be saved for as long as we require the content of the email for us to fully answer and process it.

7. Participant data

When you sign up for our services by filling out our online entry form, we will ask you for some (personal) data. Your data will be used for administrative purposes and enable us to deliver our services. The information will not be shared with third parties. We will keep this information for the duration of your membership. For the benefit of this membership, it may be necessary for our administration staff to exchange data concerning your participation internally with other employees. All our staff are obliged to respect the confidentiality of your information.

8. Contacted by Fraudehelpdesk

Fraudehelpdesk conducts regular service quality evaluation surveys. We also conduct surveys among specific groups of victims. This is to get a better picture of the scope, impact and characteristics of a specific fraud phenomenon. When you report to Fraudehelpdesk, you can specify whether or not to participate in these studies and surveys. If you agree to take part, you may receive an email within three weeks of your report inviting you to take part in a customer satisfaction survey, poll or other type of survey. These surveys will always be carried out by Fraudehelpdesk itself and never by any third party. You may revoke the permission you have given us at any time.

9. Data security

The abovementioned data will be stored in a secure environment. All information will be transmitted over a secure and encrypted connection.

10. Modification / removal of (personal) data

We offer all visitors to the website, as well as participants and people who report fraud to us the opportunity to access, change or remove any personal information they have provided to us.



- In the case of people reporting fraud as mentioned in point 5 of our Privacy Policy, requests for access, modification or removal of data must be made within the prescribed retention period. . Please mail any correspondence to the PO Box address below.
- In the case of participants or people reporting fraud as mentioned in points 6 and 7 of our Privacy Policy, requests for access, modification or removal must be made within the retention period. Please mail any correspondence to the PO Box address below.

Fraudehelpdesk may ask participants or people reporting fraud in such cases to inform us of any changes by following the procedure prescribed by Fraudehelpdesk. In some cases, they may be asked to identify themselves.

11. Changes

Our privacy policy is tailored to the use of this website and the opportunities on it and to the use of our general telephone number 088 786 73 72. Any modifications and/or changes to this website or changes in the recording of telephone reports may lead to changes to our Privacy Policy. It is therefore advisable to regularly check our privacy policy along with the Protocol currently in force.

12. Questions

We regularly review our compliance with this Privacy Policy and with our Protocol. If you have any questions about our Privacy Policy or Protocol, please contact us on the following postal address:

Fraudehelpdesk
Attn. Legal Department
PO Box 963
7301 BE Apeldoorn
Netherlands