

Privacy statement - Assist Verzuim

Version 2.3 – 22 June 2026

Who are we?

Assist Verzuim is a certified occupational health and safety service and provides services in the field of sick leave guidance, prevention, reintegration and working conditions advice.

Assist Verzuim is the controller for the processing of personal data as described in this Privacy statement, unless explicitly stated otherwise.

In doing so, we act in accordance with:

- the General Data Protection Regulation (GDPR);
- the Working Conditions Act and underlying regulations;
- the Gatekeeper Improvement Act;
- the 2018 Occupational Health and Safety Services certification scheme;
- other applicable laws and regulations.

This Privacy statement provides transparent insight into the way in which we process, secure and protect personal data.

1. Depending on the service, we process the following personal data:

- Identification and contact information (name, address, place of residence, telephone number, email);
- Personal data (age, gender);
- Data about employment (employer, position, type of contract);
- Citizen service number (BSN), only if required by law;
- Absenteeism and reintegration data;
- Medical data (processed exclusively by or under the responsibility of the company doctor).

1.1 Processing of special personal data

- Health data will only be processed if permitted by law or, if required by law, with the explicit consent of the data subject.
- Medical data is strictly separated from the personnel and absenteeism file and is only accessible to authorized medical professionals in accordance with medical confidentiality. Medical data is processed exclusively on the basis of legal obligations within the occupational health and safety service and under the responsibility of the company doctor. Where required by law, additional permission is requested.

1.2 Task delegation

- Work can be carried out by task delegated employees under the responsibility and supervision of the company doctor in accordance with the Working Conditions Act and professional guidelines.

2. We process your personal data for the following purposes:

As a data controller:

- Sick leave guidance, prevention, reintegration and working conditions advice in companies and institutions that have entered into a direct or indirect agreement with Assist Verzuim for this purpose;
- Assistance in the event of absenteeism for employees of companies and institutions that have entered into an agreement with Assist Verzuim directly or indirectly;
- The reintegration of employees or benefit recipients in connection with illness or incapacity for work;
- The execution of an employment law agreement with the employees of Assist Verzuim;
- The performance of the statutory tasks that apply to Assist Absenteeism (such as the Tax Act, Working Conditions Act, Gatekeeper Improvement Act, etc.).

As a worker:

- If Assist Absenteeism performs non-medical case management outside the occupational health and safety service at the request of the employer; this includes administrative and organisational work for absenteeism and reintegration processes, in which no medical assessment takes place;
- Execution of a business agreement with the customer, other than for the purpose of the statutory tasks as an occupational health and safety service provider.

3. Legal Bases for Data Processing

We process personal data for the execution of agreements with clients, for agreements to which the data subject is a party, and to comply with legal obligations.

Personal data is only processed on the basis of the lawful bases:

- We only process personal data to the extent necessary for the performance of our services.
- The data subject has given consent to the processing of his personal data or for more specific purposes;
- Necessary for the performance of a contract or pre-contractual measures;
- Necessary to comply with legal obligations, including the Working Conditions Act and the Gatekeeper Improvement Act;
- Necessary to protect vital interests;
- Necessary for the representation of legitimate interests, whereby a careful balance of interests is made in advance between our interests and the rights and freedoms of data subjects;
- Medical data are only processed on the basis of legal obligations within the occupational health and safety services and under the responsibility of the company doctor.

4. Storage and retention period of personal data

4.1 Personal data will not be stored longer than necessary for the purpose of the processing and at least for the duration of the agreement or service.

4.2 If our relationship or agreement ends, we will retain the data for the statutory retention periods that apply to us.

4.3 Medical records are kept in accordance with legal guidelines for occupational health and safety services.

5. Request personal data

5.1 Data subjects may submit a request for inspection, correction, transfer, objection or deletion:

Data Protection Officer (fg@assistverzuim.nl), PO Box 130, 5670 AC Nuenen.

5.2 We will respond within one month of receipt of the request, in accordance with the GDPR.

5.3 If a request cannot be (fully) carried out due to legal obligations or compelling interests, this will be communicated to the person concerned, stating reasons.

6. Security of your data

Due to the nature and content of our services, your privacy is paramount and we have taken appropriate technical and organizational security measures to ensure that only authorized employees process your personal data. Access to personal data is recorded and controlled (logging). The security measures are periodically evaluated and adjusted where necessary on the basis of risk analyses.

7. Provision of data to third parties

7.1 We do not provide your personal data to others just like that. We may do so if you have given us permission to do so, if we are obliged to do so by law or a court order, or if the provision is for our purposes.

7.2 We may pass on your personal data to the following persons or parties:

- Professionals involved in disability advice and employment opportunities;
- UWV;
- Absenteeism insurers, insofar as this is necessary for the implementation of the insurance and within the limits of the applicable laws and regulations;
- Legal aid providers;
- External parties that process data under our control and responsibility, such as ICT service providers and other processors;
- Other occupational health and safety services.

7.3 External parties who process the personal data under our responsibility do so only for purposes and under conditions that we have agreed with them.

7.4 Medical data is never shared with employers.

8. Transfer outside the EU

If personal data is processed outside the European Economic Area, we ensure appropriate safeguards in accordance with the GDPR.

9. Data breach

In the event of a data breach, we act according to our data breach protocol: registration and assessment, notification to the Dutch Data Protection Authority if required and communication to data subjects if necessary.

10. Complaints

10.1 For complaints about our services, please refer to our complaints procedure on our website;

10.2 You can contact our Data Protection Officer (fg@assistverzuim.nl);

10.3 You have the right to submit a complaint to the Dutch Data Protection Authority.

11. Newsletter

We send newsletters based on an existing customer relationship (legitimate interest) or consent. Each newsletter contains a link with which the recipient can unsubscribe.

12. Contact form

If you fill in the contact form on our website or send us an e-mail, the data you send us will be stored for as long as necessary to fully answer and handle your e-mail.

13. Our website and cookies

In order for our website to function properly and to better meet the needs of visitors, we use cookies and similar techniques. Functional, analytical and – if you give permission – marketing cookies may be placed in this process.

We use the information we collect for, among other things:

- the technical functioning and security of the website;
- analyzing and improving the use of the website;
- measuring the effectiveness of campaigns and communication.

The collected data may include IP addresses, browser details, device details and browsing habits. Where possible, this data is processed anonymously.

You can decide which cookies you accept via the cookie settings on our website. You can change your preferences at any time.

We have entered into processing agreements with parties that process personal data on our behalf. We only process personal data in accordance with applicable privacy laws.

14. Third-Party Websites

This website is linked to third-party websites. We are not responsible for the content of or the way in which these third parties process personal data. We advise you to consult the privacy statement of these organizations.

15. Changes

We may change this Privacy statement in the future. On our website you will always find the most up-to-date statement.

16. Contact

Do you have any questions about our Privacy statement or about the way in which we process your data? You can contact our Data Protection Officer (DPO) via fg@assistverzuim.nl.