

Privacy and Cookie Policy

Grizzly Medic Solutions B.V.

Last updated: 12 January 2026

1. Introduction

Grizzly Medic Solutions B.V. (“Grizzly Medic Solutions”, “we”, “us” or “our”) processes personal data of clients, business partners, trainees, employees, and visitors to its website. We attach great importance to the careful, secure, and lawful processing of personal data and act in accordance with applicable privacy legislation.

This Privacy and Cookie Policy explains how we collect, use, store, and protect personal data and applies to the use of our website www.gmsolutions.nl, as well as to our services, training activities, and business operations.

Grizzly Medic Solutions B.V. acts as **data controller** within the meaning of applicable data protection laws.

2. Applicable Legislation

The processing of personal data by Grizzly Medic Solutions is governed by:

- The **General Data Protection Regulation (EU) 2016/679 (GDPR)**
 - The **Dutch GDPR Implementation Act (Uitvoeringswet AVG – UAVG)**
 - Other applicable Dutch and European privacy and data protection legislation
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3. Definitions

Personal data means any information relating to an identified or identifiable natural person (“data subject”), such as name, address, date of birth, telephone number, email address, or personnel number.

Special categories of personal data include sensitive data such as health-related information and require enhanced protection.

4. Core Privacy Principles

Grizzly Medic Solutions processes personal data in accordance with the following principles:

- Personal data are processed **lawfully, fairly, and transparently**
 - Personal data are collected for **specified, explicit, and legitimate purposes**
 - Processing is **limited to what is necessary** for the intended purpose (data minimisation)
 - Personal data are **accurate and kept up to date**
 - Data are **not retained longer than necessary**
 - Appropriate **technical and organisational security measures** are implemented
 - Data subjects' rights are fully respected
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5. Purposes of Processing

5.1 Website Contact and Complaint Handling

When you contact us by email, telephone, or other means, we process personal data based on **pre-contractual necessity** or **legitimate interest**.

Processed data may include:

- First and last name
- Email address
- Telephone number
- Any information you voluntarily provide

Retention period:

Up to **2 years** after the last contact, unless a longer retention period is required by law or necessary for dispute resolution.

5.2 Visits to Our Premises

When you visit our organisation, we may process personal data for appointment registration and access management based on **consent**.

Processed data:

- First and last name

- Email address
- Appointment details

Retention period:

Up to **2 years**.

5.3 Provision of Services (Medical Support & Consultancy)

To perform our contractual obligations, we process personal data of clients and associated individuals.

Processed data may include:

- First and last name
- Contact details
- Address details (if required for invoicing or service delivery)
- Business details (for corporate clients)
- **Medical data**, strictly limited to what is necessary and processed **only with explicit consent** or where legally permitted

Retention period:

- Financial and invoicing data: **7 years** (statutory fiscal obligation)
 - Medical data: retained only for the duration of the cooperation or as legally required
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5.4 Training and Educational Activities

For the organisation and certification of training courses, we process personal data of participants based on **contractual necessity**.

Processed data:

- First and last name
- Date of birth
- Contact details
- Address details (if required)

Retention period:

- Financial data: **7 years**

- Certification-related data: retained for the **validity period of the certificate**
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6. Disclosure of Personal Data

Grizzly Medic Solutions does **not** sell or trade personal data.

Personal data may be disclosed only if:

- Processing is carried out by **processors** engaged by us under a data processing agreement (Article 28 GDPR)
- Disclosure is required by **law**, regulation, or a binding order from a competent authority
- Disclosure is necessary for the execution of our services and legally permitted

Recipients of personal data are independently responsible for GDPR compliance.

7. International Data Transfers

Where necessary for service delivery, personal data may be transferred outside the **European Economic Area (EEA)**. In such cases, Grizzly Medic Solutions ensures appropriate safeguards, such as:

- Adequacy decisions
 - Standard Contractual Clauses (SCCs)
 - Equivalent legal protection mechanisms
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8. Cookies

8.1 Use of Cookies

Our website uses cookies from ourselves and third parties. Cookies are small data files stored on your device via your web browser.

We use the following categories:

- **Functional cookies** – necessary for website functionality
- **Analytical cookies** – to analyse and improve website performance
- **Marketing cookies** – to display relevant and personalised advertisements

Cookies may process:

- IP address
- Cookie ID
- Website and click behaviour
- Referrer URL

Upon your first visit, you will be informed about cookies and, where required, asked for consent.

8.2 Cookie Management

You may manage or disable cookies via your browser settings. Please note that disabling cookies may affect website functionality.

9. Analytics and Third-Party Services

9.1 Google Analytics

We use Google Analytics to analyse website usage. Data, including IP addresses, may be transferred to servers in the United States. We have configured Google Analytics in accordance with GDPR requirements and do not permit Google to use the data for its own purposes.

9.2 Google Maps

Our website uses Google Maps to display locations. Google may process location data independently. We recommend reviewing Google's privacy policies for further information.

10. Rights of Data Subjects

You have the following rights under the GDPR:

- Right of access
- Right to rectification
- Right to erasure

- Right to restriction of processing
- Right to data portability
- Right to object to processing
- Right to withdraw consent at any time

Requests may be submitted via **kris@gmsolutions.nl**.

We will respond within **30 days**, unless an extension is legally justified.

11. Amendments

We reserve the right to amend this Privacy and Cookie Policy. The most recent version will always be published on our website. Please review it periodically.

12. Complaints

If you have questions or complaints regarding the processing of personal data, please contact us first.

You also have the right to lodge a complaint with the **Dutch Data Protection Authority (Autoriteit Persoonsgegevens)**.

13. Contact Details

Grizzly Medic Solutions B.V.

Jozef Israëlslaan 182

2282 TP Rijswijk

The Netherlands

Email: **kris@gmsolutions.nl**

Telephone: **+31 6 19 10 64 58**

Chamber of Commerce (KvK): **995 033 01**