

Privacy Policy

Version: June 2026

Immersive Suite is a product and service provided by DO-IT @ School, located at Bieslook 2e, 6942 SG Didam, The Netherlands. DO-IT @ School is responsible for the processing of personal data as described in this Privacy Policy.

Contact Information

DO-IT @ School

Bieslook 2e

6942 SG Didam

The Netherlands

Phone: +31 (0)316 294111

Email: info@immersivesuite.eu

Website: www.immersivesuite.eu

For privacy-related questions or requests, please contact our Data Protection Officer (DPO):

Data Protection Officer

Personal Data We Collect

We collect personal data when you use our website, request information, contact us, subscribe to updates, or use our services.

The personal data we may process includes:

- First and last name
- Company name
- Job title
- Email address
- Telephone number
- Postal address
- Information submitted through contact forms
- Information relating to your use of our website
- IP address
- Browser type and version
- Device information
- Cookie and tracking information
- Marketing preferences

We do not intentionally collect personal data from children under the age of 16.

Why We Process Personal Data

We process personal data for the following purposes:

Customer and Business Administration

- Creating and managing customer accounts
- Processing quotations, orders, and contracts
- Managing invoicing and financial administration
- Providing customer support

Legal basis: Performance of a contract and legal obligations.

Communication

- Responding to enquiries and requests
- Contacting you regarding our services
- Providing technical support

Legal basis: Legitimate interests and performance of a contract.

Marketing and Newsletters

- Sending newsletters and updates about Immersive Suite
- Informing you about new features, products, events, and services
- Conducting marketing campaigns

Legal basis: Consent and legitimate interests where permitted by applicable law. You may unsubscribe from marketing communications at any time by using the unsubscribe link in our emails or by contacting us.

Website Improvement and Analytics

- Analysing website usage
- Improving website functionality and user experience
- Monitoring website performance and security

Legal basis: Legitimate interests and, where required, consent.

Legal and Regulatory Compliance

- Meeting legal, tax, accounting, and regulatory obligations

Legal basis: Legal obligation.

Automated Decision-Making

Immersive Suite does not make decisions based solely on automated processing that produce legal effects or similarly significant consequences for individuals.

Data Retention

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected and to comply with legal obligations.

Financial and Accounting Records

Data: Name, address, contact details, invoicing information

Retention period: 7 years

Reason: Compliance with Dutch tax and accounting legislation.

Marketing and CRM Data

Data: Name, company, contact details, communication history

Retention period: Up to 2 years after the last meaningful interaction unless a longer retention period is legally required or consent remains valid.

Reason: Customer relationship management and marketing communications.

Website Analytics Data

Data: Usage and technical information

Retention period: As defined by the applicable analytics and cookie settings, typically no longer than 26 months.

Sharing Personal Data with Third Parties

We do not sell personal data to third parties.

We may share personal data with trusted service providers who process data on our behalf, including:

- Hosting providers
- CRM and marketing platforms
- Accounting and financial software providers
- Analytics providers
- IT and support service providers

Where required, we enter into Data Processing Agreements (DPAs) with these parties to ensure appropriate security and confidentiality.

Personal data may also be disclosed when required by law or governmental authorities.

International Data Transfers

Some of our service providers may process data outside the European Economic Area (EEA).

Where personal data is transferred internationally, we ensure appropriate safeguards are in place, including:

- European Commission Standard Contractual Clauses (SCCs)
- Adequacy decisions
- Other legally approved transfer mechanisms

Cookies and Similar Technologies

Immersive Suite uses cookies and similar technologies to improve website functionality, analyse website usage, and support marketing activities.

The website may use:

Essential Cookies

Required for the operation and security of the website.

Analytics Cookies

Used to understand how visitors interact with the website and improve performance.

Marketing and Tracking Cookies

Used to measure campaign effectiveness and provide relevant content and advertisements.

When required by law, we request your consent before placing non-essential cookies. You can manage your cookie preferences through our cookie banner or by adjusting your browser settings.

For more information, please refer to our Cookie Policy.

Your Rights

Under the General Data Protection Regulation (GDPR), you have the right to:

- Access your personal data
- Correct inaccurate or incomplete data
- Request deletion of your data
- Restrict processing of your data
- Object to processing
- Withdraw consent at any time
- Request data portability
- Lodge a complaint with a supervisory authority

To exercise any of these rights, please contact:

info@immersivesuite.eu

We may request proof of identity before processing your request.

We will respond within the timeframes required by applicable law.

Complaints

If you believe that your personal data is being processed unlawfully, you have the right to lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens):

<https://autoriteitpersoonsgegevens.nl>

We encourage you to contact us first so that we can address your concerns directly.

Security Measures

We take appropriate technical and organisational measures to protect personal data against:

- Unauthorized access
- Loss or theft
- Misuse
- Accidental disclosure
- Alteration or destruction

These measures include access controls, encryption where appropriate, secure hosting environments, and regular security reviews.

If you believe your data has not been properly secured or there are indications of misuse, please contact our Data Protection Officer at info@immersivesuite.eu

Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our services, legal requirements, or data processing activities.

The most current version will always be published on our website and will include the revision date at the top of this document.

We encourage you to review this Privacy Policy periodically.

DO-IT @ School – Immersive Suite

Last updated: June 2026