



# BUROHELP COOKIE POLICY

## 1. Introduction

This Cookie Policy explains how **Stichting Burohelp** (“we”, “our”, “us”) uses cookies and similar technologies on our website and digital platforms (collectively, the “**Website**”).

We use cookies to ensure the Website functions properly, to improve user experience, to analyse usage, and—only with your consent—to provide optional functionality. We respect your privacy and comply with:

- The General Data Protection Regulation (**GDPR**)
- The ePrivacy Directive
- The Dutch Telecommunications Act (**Telecommunicatiewet**)
- Relevant guidance from the Dutch Data Protection Authority (**Autoriteit Persoonsgegevens**)

By clicking “Accept”, you agree to the use of non-essential cookies as described in this policy. You may withdraw consent at any time.

## 2. What Are Cookies?

Cookies are small text files stored on your device when you visit a website. They help websites remember your actions, preferences, and login status.

We may also use other technologies such as:

- Local Storage
- Session Storage
- Pixels or tags
- Tracking scripts
- SDKs (in mobile applications)

All of these are treated as “cookies” under this policy.

## 3. Types of Cookies We Use

We use the following categories of cookies:



### 3.1 Strictly Necessary Cookies (No Consent Required)

These cookies are essential for the functioning of the Website and cannot be disabled. They include:

- Core platform functionality
- User session management
- Security and authentication
- Load balancing and performance stability
- Cookie banner preferences

#### Examples:

- remembering consent selections
- keeping a user logged in
- preventing CSRF attacks

If these cookies are blocked, parts of the Website may not function.

### 3.2 Functional Cookies (Consent Required)

These cookies enhance usability but are not strictly required.

They may include:

- language preferences
- saved form fields
- user interface customisations

### 3.3 Analytical & Performance Cookies (Consent Required)

These cookies help us understand how visitors use the Website.

They may include tools like:

- **Matomo (self-hosted, privacy-friendly)**
- **Privacy-friendly Google Analytics (with anonymised IP and consent)**
- heatmaps or user flow tools (only when anonymised)

We use these cookies to:

- improve Website performance
- identify errors or bottlenecks
- understand which pages are visited most

Analytical cookies are only activated with prior user consent.



### **3.4 Marketing & Tracking Cookies (Consent Required)**

Stichting Burohelp **does not use** marketing or advertising cookies by default.

However, we may use tracking technologies when:

- running awareness campaigns
- measuring social impact communication
- enabling YouTube, Vimeo, or social media embeds

These third-party vendors may place cookies outside our control.

We will request explicit consent before loading such content.

### **3.5 Third-Party Cookies**

Third-party services may place cookies when embedded content is used:

- YouTube / Vimeo (videos)
- Google Maps
- LinkedIn / Meta for volunteer campaigns
- Third-party donation widgets
- Survey or form providers

These services have their own privacy policies and may use their cookies independently.

We do not share personal data unless explicitly stated in our Privacy Policy.

## **4. Legal Basis for Cookie Use**

We use cookies based on:

### **4.1 Legitimate Interest (Article 6(1)(f) GDPR)**

For strictly necessary cookies required for:

- security
- platform stability
- user authentication

### **4.2 Consent (Article 6(1)(a) GDPR)**

For:

- analytics cookies
- functional cookies



- tracking cookies
- embedded third-party media

Consent is always freely given, specific, informed, and reversible.

## 5. Cookie Consent Management

When visiting the Website, you will see a **cookie banner** that allows you to:

- Accept all cookies
- Reject all non-essential cookies
- Manage preferences per category

Your preferences are stored in a cookie for proof of consent.

You may change or withdraw consent at any time by clicking:

**“Cookie Settings”** (placed in the footer of the Website)

## 6. Cookies We Use (Example List)

*(Replace with actual cookies after technical review)*

Cookie Name	Type	Purpose	Retention	Provider
bh_session	Necessary	Maintains secure login session	Session	Burohelp
cookie_consent	Necessary	Stores user cookie preferences	12 months	Burohelp
lang_pref	Functional	Saves preferred language	6 months	Burohelp
_matomo	Analytics	Website usage measurement	13 months	Matomo (self-hosted)
yt-player	Tracking	Only loaded when user activates YouTube content	Varies	YouTube

A full cookie table may be updated periodically.

## 7. How to Disable Cookies

You may disable cookies by:

### 7.1 Via Browser Settings

Each browser allows cookie control:

- Chrome
- Firefox
- Safari
- Edge
- Opera

Disabling all cookies may impact platform functionality.

### 7.2 Via Our Cookie Banner

You can withdraw consent at any time.

## 8. Data Protection & Privacy

Cookies may involve the processing of personal data.

For such processing:

- Stichting Burohelp acts as the **Data Controller**.
- All processing follows our **Privacy & Data Protection Policy**.
- Only anonymised analytics data is collected unless consented.
- Personal data is not shared with third parties unless strictly necessary and permitted.

## 9. International Transfers

We avoid transferring data outside the EU whenever possible.

When third-party services (e.g., Google, YouTube) operate in third countries:

- Transfers rely on appropriate safeguards (SCCs, DPAs).
- Cookies from such services are only loaded with explicit consent.



## 10. Retention Periods

Cookie data is stored for no longer than necessary.

Typical retention periods:

- session cookies: deleted when browser closes
- preference cookies: 6–12 months
- analytics cookies: up to 13 months (EU recommended maximum)

## 11. Updates to This Cookie Policy

We may update this Cookie Policy periodically.

The “Last updated” date will reflect any changes.

If changes are material, you will be notified through the Website.

## 12. Contact Information

For questions, requests, or complaints regarding cookies or privacy:

**Stichting Burohelp**

Email: [privacy@burohelp.COM](mailto:privacy@burohelp.COM)

Website: [www.burohelp.org](http://www.burohelp.org)

Address: Fluwelen Burgwal 58, 2511 CJ, The Hague, The Netherlands

KvK Number: **97779504**

You may also contact the **Dutch Data Protection Authority (Autoriteit Persoonsgegevens)** for complaints.