

DUTCH RENTING BV – Privacy Policy and Cookie Policy

Terms and definitions

- **Dutch Renting BV (“DUTCH RENTING”)**: a private company with limited liability, with its official seat and business address at Karspeldreef 14, 1101 CK Amsterdam, listed with the Chamber of Commerce under number 67027237, the user of these Terms and Conditions.
- **www.dutchrenting.nl**: the website of **DUTCH RENTING**.

Privacy Policy

Introduction

DUTCH RENTING is the controller with regard to the processing of personal data collected through the use of our services, websites and social media channels (hereinafter: ‘the website’). **DUTCH RENTING** respects the privacy of all users and considers it important that all personal data provided to us are collected, processed, stored and secured in accordance with the applicable privacy legislation. **DUTCH RENTING**’s privacy policy is set out in this Privacy Policy.

Which data are processed

Personal data are provided directly by house hunters, sellers, real-estate agents, real-estate developers or other interested parties (hereinafter: ‘the user’), for example when a contact request is made, on signing up for the newsletter or when similar functions are used.

General personal data:

- surname
- forenames
- sex
- date of birth
- place of birth
- nationality
- marital status
- address
- telephone number
- email address
- IP number
- domain name
- bank account number
- client number/membership number
- invoice number
- citizen service number (BSN)

Purpose of the processing of data

DUTCH RENTING uses the personal data of users for the following purposes:

- performance of the contract or agreement with the data subject
- invoicing
- delivering products (photos and other materials) or services
- information concerning changes to products and services
- marketing, promotion, advertising, sending of newsletters
- contact by telephone or email
- performance of statutory obligations

Ground for the processing of data

DUTCH RENTING processes the personal data of users only:

- if the party providing the personal data has given permission for this, or if the processing is important for performing an agreement.
- to perform a statutory obligation or if there is a justified interest.

Provision of personal data to third parties

DUTCH RENTING will provide the personal data to third parties to the extent that this is required to perform our services. **DUTCH RENTING** also provides the personal data to third parties if it has a justified interest in doing so, which interest consist in generating traffic to the **DUTCH RENTING** website to present the available residential accommodation to the widest possible audience of house hunters.

These processors will process the personal data in accordance with our instructions and under our responsibility. This will be laid down in a processing agreement that **DUTCH RENTING** will conclude with these parties.

DUTCH RENTING will also provide personal data to third parties if it is obliged to do so on the basis of a statutory provision or decision by a court

or supervising authority, or if this is necessary for the purpose of preventing, detecting or prosecuting criminal offences, such as deceit, fraud or swindle.

Security measures

DUTCH RENTING respects the privacy of all users and will ensure that personal data are treated confidentially and with the utmost care. Only authorised staff will have access to your personal data to prevent loss and/or unlawful use or processing.

DUTCH RENTING also takes reasonable effort to secure its systems against loss and/or any form of unlawful use or processing, to which end it will implement appropriate technical and organisational measures, taking into account the state of the art, among other things.

DUTCH RENTING will carefully determine how it will respond to any unexpected data breach, taking into account the applicable legislation and any obligation to inform you of this.

Rights of users

You have certain rights with regard to your personal data. This applies in particular to your rights of access, rectification, restriction, objection, erasure and data portability. You can also object to any automated processing of personal data for the purpose of decision-making. For this you can contact our customer service via [email real-estate agent]. Please take into account that we may sometimes ask for additional information to properly verify your identity.

You may at any time object to the use of your personal data for direct marketing purposes by sending an email to info@dutchrenting.nl. You may also withdraw your permission at any time to the extent that **DUTCH RENTING** processes your personal data on this basis.

DUTCH RENTING will not retain the personal data any longer than is necessary for the above-mentioned purposes and to comply with laws and regulations. The retention period depends on the purpose for which the personal data are processed. **DUTCH RENTING** will destroy the personal data once it is no longer necessary to retain them.

Questions and complaints

If you have any questions about this Privacy Policy and/or the way in which **DUTCH RENTING** uses personal data, you can contact us in any of the ways listed below and we will work with you to find an appropriate solution.

Customer service	+31(0)20 8006609
By email	info@dutchrenting.nl
By post	DUTCH RENTING B.V. Karspeldreef 14 1101 CK Amsterdam

If you have any additional questions or complaints about the processing of your personal data, you can submit these to the Dutch Data Protection Authority [*Autoriteit Persoonsgegevens*]. Please refer to the website of the Dutch Data Protection Authority (<https://autoriteitpersoonsgegevens.nl/en>) for more information.

Changes to the Privacy Policy

DUTCH RENTING may change the Privacy Policy from time to time by placing an updated version of the Privacy Policy on its website. **DUTCH RENTING** therefore recommends that you regularly check the website to stay informed of the way in which **DUTCH RENTING** processes personal data.

This Privacy Policy was last changed on: 29 June 2018

Introduction

DUTCH RENTING uses cookies and similar technologies on its websites and social media channels to improve the website and personalise information on the website (hereinafter jointly referred to as: 'cookies').

You consent to the placement and reading of cookies by continuing to use our website. The cookie message may reappear from time to time.

You will find our Cookie Policy below.

What are cookies, pixels and similar technologies?

Cookies are small text files that a website places on the user's hard drive, or other devices that allow access to the Internet, in order to remember information that applies to the user and that, for example, makes it easier for the user to use the website.

Pixels, which are also known as pixel tags, web beacons or clear GIFs, are small pieces of code on websites that can place and read cookies, among other things. The resulting connection can include information such as the person's IP address, the time the person viewed the pixel and the type of browser used.

Local storage is a standard technology that allows websites to store data on the device that visits the website. By means of local storage, a website can gain insight into the performance of certain webpages or services, in order to improve them if necessary.

In addition, the content of the website can load faster if certain parts were already stored locally during a previous visit to the website.

Which cookies are used?

Our website uses both permanent and session cookies. A permanent cookie helps us to recognise the user as an existing user, so that when you revisit our website, we faster display the correct information for you. A session cookie is only active for the duration of the user's session, which is usually the duration of the user's current visit to the website or of a browser session.

Preferences [functional cookies]

Functional cookies are necessary for the proper functioning of the website and are used to store certain user preferences, for example whether or not you accept cookies. Another example is the passing of information from one page to the next, for example when you enter certain data when sending a contact request. The placing of functional cookies does not require prior consent. These cookies are placed by default and will not be deleted if you do not accept cookies.

Our website uses functional cookies to, among other things:

- remember your searches;
- remember the houses you have viewed;
- remember previously-entered data;
- pass on information from one page to the next;
- read your browser settings to optimally display our website on your screen;
- to burden the website evenly, so that the site remains accessible;
- create contact possibilities via the website.

Performance, statistics and research [analytical cookies]

To determine which parts of the website are most interesting to our visitors, we measure how many visitors come to our website and which parts of the website are viewed the most. These cookies do not require permission, because there are no consequences for the privacy of the visitor.

We compile statistics from the information we collect accordingly. These statistics give us insight into how often our webpage is visited, where exactly visitors spend the most time, and so on. This enables us to make the structure, navigation and content of the website as user-friendly as possible for the visitor.

Anonymous data about surfing behaviour is collected through Google Analytics. This allows us to see how visitors use the website and improve the website on that basis.

Browser settings

If you do not want websites to place cookies on your computer at all, you can change your browser settings so that you are notified before they are placed. Likewise, you can change the settings so that your browser refuses all cookies, or only third-party cookies. You can also remove any cookies

that have already been placed on your computer. Note that you will have to separately change the settings for each browser and computer you use.

We would like to inform you that if you do not wish to use cookies, we cannot guarantee that our website will work properly. Some functions may be lost or you may not be able to view certain pages at all. What is more, refusing cookies does not mean that you will no longer see advertisements. How you can change your settings differs per browser. Consult the help function of your browser if necessary. If you wish to turn off cookies from specific parties, you can do so via www.youronlinechoices.eu.

Other/ unforeseen cookies

Because of the way in which the Internet and websites work, it may be that we do not always have insight into the cookies that third parties place via our website. This is especially the case if our webpages contain embedded elements; these are texts, documents, images or films that are stored with another party, but which are shown on, in or via our website.

If you encounter cookies on this website that fall into this category and that we have therefore not mentioned above, please let us know. You can also contact the third party directly and ask them what cookies they place, what the reason is, what the lifetime of the cookie is and how they have safeguarded your privacy.

Final remarks

We reserve the right to change our Cookie Policy. We therefore recommend that you regularly check this Cookie Policy for any changes.

If you have any questions about our Cookie Policy, you can contact us in the ways listed below and we will work with you to find an appropriate solution.

Customer service	+31(0)20 8006609
By email	info@DUTCHRENTINGinternational.nl
By post	DUTCH RENTING International Service B.V. Karspeldreef 14 1101 CK Amsterdam

This Cookie Policy was last changed on: 29 June 2018