

# Holland2Stay Privacy Statement

Last updated: November 17, 2020

## 1. Introduction

Holland2Stay B.V. (hereinafter Holland2Stay) takes the privacy of its (potential) residents including their use of its (mobile) websites very seriously. We treat all the personal data of (potential) residents with great care and we always act in accordance with the applicable national and international data protection legislation.

The purpose of this privacy statement is to fully inform you about our privacy practices and the collection of personal data. This privacy statement sets out what type of personal data is collected from you, for what purposes we process your personal data, who has access to this personal data and how we use and protect this personal data.

## 2. Use

This privacy statement applies to the processing of personal data by or on behalf of Holland2Stay (or its affiliate companies) a limited liability company registered under the laws of the Netherlands with its statutory seat in Eindhoven, the Netherlands, and its office at Victoriapark 45, Eindhoven, the Netherlands (5611BM), registered with the Dutch Chamber of Commerce under number 17131763. Holland2Stay is the legal entity that acts as the data controller for all its activities. Therefore, this privacy statement applies also to each separate accommodation of Holland2Stay or each separate accommodation managed by Holland2Stay and all of its affiliated parties.

## 3. What categories of personal data do we process and for what purposes?

Holland2Stay operates activities in the business of property management and rental.

We collect, store and process your personal data at five possible different stages: (i) before you choose to stay at Holland2Stay or a residence managed by Holland2Stay, (ii) when you book a residence at Holland2Stay or a residence managed by Holland2Stay, (iii) during your stay at Holland2Stay or a residence managed by Holland2Stay, (iv) when you are accessing and using our (mobile) websites that are (co)owned or licensed by Holland2Stay (hereinafter: the 'Website') and your personal account on the Website and/or (v) after your stay at Holland2Stay or a residence managed by Holland2Stay.

*Before you make a booking at Holland2Stay or a residence managed by Holland2Stay:*

When you visit the Website, we collect information anonymously about your use of the Website. For further information see section 7 "Analytic Services and Cookies" of this privacy statement.

You can also subscribe to a newsletter to receive the latest news about specific upcoming projects by filling in your email address on the Website under "Upcoming Projects". This newsletter contains the latest news about the upcoming project you are interested in. If you no longer wish to receive this newsletter, you can use the link provided in every newsletter to unsubscribe.

You can also fill in a contact form on the Website in order to ask Holland2Stay a question. This contact form requires you to provide us with your name, mobile phone number (optional), email address, subject and comment/question to Holland2Stay. This information will be used and is necessary to process your question or comment and to allow us to communicate with you and contact you to answer your question.

*When you book a residence at Holland2Stay or a residence managed by Holland2Stay:*

When you book a residence at Holland2Stay or a residence managed by Holland2Stay, you first have to register yourself as a premium member and create an online personal account on the Website by filling in an online registration form on the Website. This registration requires you to provide us with your name, address, mobile phone number and email address, your stay preferences and/or the dates you are staying with us and your preferred payment method. This information will be used and is necessary to process the booking, for billing purposes and to allow us to communicate with you about your booking.

When we have confirmed the booking, we will send you a confirmation email and in addition to the personal data as mentioned above, you will provide us your place and date of birth, nationality, payment details (IBAN and BIC), whether you are working or a student (including the applicable prove of registration or salary slip/employment contract or self-employed annual report), a copy of your passport and – if applicable - the details of a guarantee. This information will be used and is necessary to process the confirmation of the booking and your further stay at Holland2Stay or a residence managed by Holland2Stay, such as approval and preparation of a (rental) agreement, for billing purposes and to allow us to communicate with you about your booking and your further stay at Holland2Stay or a residence managed by Holland2Stay.

*During your stay at Holland2Stay or a residence managed by Holland2Stay:*

During your stay at Holland2Stay or a residence managed by Holland2Stay, we could use the personal data as provided by you to Holland2Stay when you made the booking for the residence as mentioned above. This information will be used and is necessary to manage your stay at Holland2Stay or a residence managed by Holland2Stay, which includes, among other aspects, providing property management services, such as repairs and maintenance services or additional services, or to communicate with you and contact you if necessary about the property management services, or invoicing of the rent or charging for additional services during your stay.

During your stay at Holland2Stay or a residence managed by Holland2Stay, Holland2Stay could use CCTV-cameras in its buildings or the building that it manages. Holland2Stay has a legitimate interest to use these CCTV-cameras and these CCTV-cameras will be used and are necessary to secure the facilities and/or the properties of Holland2Stay and/or the properties of (potential) residents or other people staying at Holland2Stay or a residence managed by Holland2Stay and/or to prevent theft. When Holland2Stay uses CCTV-cameras, it shall always inform you about the use of these CCTV-cameras at the entry of a building. Holland2Stay shall store the data of these CCTV-cameras for a maximum term of four weeks or longer if the camera has recorded an incident or legal offense.

*When making use of our additional services on the Website and your personal account:*

By visiting and/or using the Website, you get access to your own personal account in order to book a residence and to use additional services and goods offered by Holland2Stay. Therefore, we would like to know a bit more about you and what your demands and needs are. This enables us to make your stay at one of our (managed) residences even more pleasant and to offer you the services that you need.

*When you make use of our additional services on the Website and your personal account on the Website, we collect the following types of personal data:*

- Your username, password and email address when you register for an online personal account;
- Profile information that you provide for your user profile (e.g., first and last name, picture, phone number);
- User content (e.g., photos, comments, and other materials) that you post in your personal account;

- Your preferred payment method. The payment provider (Ideal, Visa or Mastercard) will ask you to provide some payment data. We will not process your payment data and/or details;
- Communications between you and Holland2Stay. For example, you may send us (services) requests. We may send you updates and news about the residence and city where you are staying, for which you can choose to opt out. Furthermore, we may send you service-related emails (e.g. account verification, changes/updates to features, technical and security notices). Note that you may not opt out of service-related emails.

*After your stay at Holland2Stay or a residence managed by Holland2Stay:*

After you leave Holland2Stay or a residence managed by Holland2Stay we will store your personal data in a profile if and as long as necessary for us to fulfill our and/or your contractual obligations; or if and as long as it is necessary to perform functions you have granted us consent for; or if and as long as we are obliged to do so under national or international (tax) laws and regulations.

#### 4. Who has access to your personal data?

We handle your personal data discreetly and will process the personal data only for our own purposes. We will only transfer your personal data to third parties if it is necessary for us to fulfil our contractual obligations towards you or when it is necessary to perform functions you have granted consent for us to do or when Holland2Stay has a legitimate interest to do so. The third parties we work with are bound by the same conditions towards you and your personal data as written in this privacy statement. We will never sell your personal data to third parties without explicit prior consent.

We automatically collect generated information for statistical purposes, as also stated in section 7 “Analytic Services and Cookies”. This information tells us how well our Website is functioning. This information may be provided to third parties, but only if this information cannot be traced back to you directly or indirectly.

We may also provide your data to third parties if we are obliged to do so under national or international laws and regulations.

#### 5. Your rights

Regarding the personal data that Holland2Stay has collected and/or processed from you, you have the right to:

- **Delete Data:** You may request Holland2Stay to erase or delete all or some of the personal data we have collected and/or processed from you (e.g. if it is no longer necessary to provide services to you).
- **Change or Correct Data:** You may request Holland2Stay to change, update or fix the personal data, if you believe that the personal data that we process is incorrect, inaccurate or incomplete,
- **Object to, or Limit or Restrict, Use of Data:** You may request Holland2Stay to stop using all or some of your personal data (e.g. if we have no legal right to keep using it) or to limit our use of it (e.g. if your personal data is inaccurate or unlawfully held) and you have, at all times, the right to object against the processing of your personal data by Holland2Stay.
- **Right to Access and/or Take Your Data:** You can request Holland2Stay to provide an overview of the personal data we have collected and/or processed from you and you may request Holland2Stay to provide you with a copy of your personal data in a structured, commonly used, and machine-readable form.

You can make all the above-mentioned requests via the [Privacy Center](#) in your Holland2Stay account.

#### Limitations of your rights

When a data subject request is made, Holland2Stay reserves the right to charge a reasonable fee for this service. Data subject requests will only be implemented after the individual making the request has proved their identity, which confirms that they are indeed the subject that the request effects. This can be achieved by

either sending a copy of a passport or visiting Holland2stay with a passport. Finally, in certain situations Holland2Stay may be entitled to legally refuse requests. In the event that Holland2Stay refuses to honour a request we will justify the reason why.

#### Right to contact the supervisory body

If you believe your data request is not being handled correctly you are entitled to contact the national data supervisory body.

### **6. How do we protect your personal data?**

Holland2Stay takes all necessary technical and organizational measures to protect your personal data against loss or any form of unlawful use of any third party. A strictly limited number of people have access to your personal data, and access to your personal data is only granted when explicitly needed to provide our services to you or as otherwise stated in this privacy statement. Additionally, Holland2Stay has adopted a "Security First" policy with all third party vendors, software companies, internal staff and contractors, meaning we only select those that share our core beliefs on security and privacy, and take the safety and security of your personal data as seriously as we do.

### **7. Analytics services and cookies**

Holland2Stay uses various analytics services, such as Google Analytics.

These services use cookies and similar technologies (e.g., web beacons, pixels, ad tags and device identifiers) to help us analyse how you use the Website and to enable the functionality of the Website and ease of use for people visiting the Website.

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve the Website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better Website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the Website.

When you visit or leave the Website (including our plugins or cookies or similar technology on the sites of others), we receive the URL of both the site you came from and the one you go to next. We also get information about your IP address, proxy server, operating system, web browser and add-ons, device identifier and features, and/or ISP or your mobile carrier.

### **8. Transfer of personal data to other countries**

For many of our business purposes we use cloud based services. Therefore, for technical and organizational reasons, it may be necessary that your personal data is transferred to servers located in the US, or to servers located in other countries outside of the European Economical Area. Since privacy protection regulations in these countries may not be of a sufficient level, we will ensure that your personal data will only be sent to parties and/or countries with an adequate level of personal data protection.

## **9. Links to other websites**

The Website may contain links to other websites. We cannot control these other external websites. Therefore, we will not be liable for the content of these websites, nor for the processing of personal data that may occur on these websites. We encourage you to evaluate the security and trustworthiness of these other websites and to read the privacy statements of these websites.

## **10. Copyright and other rights of Intellectual Property Rights**

The (intellectual) property rights relating to the content and design of the online platform, personal account and Website of Holland2Stay, including but not limited to text, data files, photos and (still and / or moving) images and audio material are owned by Holland2Stay, its partners or its licensors.

Reproduction (including processing) and / or disclosure of content and design of the platforms or the Website of Holland2Stay is prohibited without the prior written consent of Holland2Stay.

## **11. Adjustments to this Privacy Statement**

Holland2Stay reserves the right to make changes to this privacy statement. The most current and applicable version of this privacy statement can always be found on our Website.

## **12. Questions**

In case you have any questions with regard to this privacy statement, you may send an email to [willem@holland2stay.com](mailto:willem@holland2stay.com)