

## **PRIVACY POLICY**

Pooters Makelaardij is responsible for the processing of personal data as set out in this privacy policy.

### **Contact details:**

Akersteenweg 15, 6226 HR Maastricht

info@pooters-makelaardij.nl / info@pro-housing.nl

0031(0)-43- 362 76 74

**E-mail: [administratie@pooters-makelaardij.nl](mailto:administratie@pooters-makelaardij.nl)**

**Chamber of Commerce no.: 65271947**

**VAT no.: NL85.60.46.152.B01**

**IBAN: NL16INGB0007951210**

### **Which personal data do we process?**

Pooters Makelaardij B.V. processes your personal data because you use our services and/or because you provide these data to us yourself. Here is a list of the personal data we process:

- first name and surname
- initials
- gender
- date of birth
- place of birth
- nationality
- marital status
- address details
- telephone number
- e-mail address
- proof of ID number
- income details

**Additional information is required when renting or buying a property.  
Here is a list of the required information and files:**

- **copy of passport or ID card**
- **current residential address**
- **payslip**
- **employment contract and/or employer's declaration**
- **Chamber of Commerce extract, if self-employed**
- **marital status**
- **good tenant reference**

#### **Which special and/or sensitive personal data do we process?**

Our website and/or service does not aim to collect data on website visitors who are younger than 16, unless they have permission from their parents or guardian. However, we cannot verify whether a visitor is older than 16. We therefore recommend that parents are involved in their children's online activities, in order to prevent their data from being collected without parental consent. If you believe that we have collected personal data on a minor without that consent, please contact us at [administratie@pooters-makelaardij.nl](mailto:administratie@pooters-makelaardij.nl) and we will delete this information.

#### **For what purpose and on what basis do we process personal data?**

Pooters Makelaardij B.V. processes your personal data for the following purposes:

- to create an account on our website where personal data are kept
- to keep you informed weekly via a newsletter (if agreed)
- to call or e-mail you if this is necessary for performing our services
- to draw up an agreement for services
- to establish a brokerage relationship
- to draw up a tenancy agreement
- to draw up an invoice
- Pooters Makelaardij B.V. also processes personal data if we are legally obliged to do so, such as the data we need for our tax return

- **Pooters Makelaardij B.V. processes personal data for the purpose of establishing a brokerage relationship.**
- **Pooters Makelaardij B.V. has a legal obligation under the *Wet ter voorkoming van witwassen en financieren van terrorisme* (Wwft, Money Laundering and Terrorist Financing (Prevention) Act).**

### **Automated decision making**

Pooters Makelaardij B.V. does not make decisions based on automated processing in cases that may have significant consequences for individuals.

### **How long do we retain personal data?**

Pooters Makelaardij B.V. does not retain your personal data for longer than is strictly necessary to achieve the purposes for which your data are collected.

We apply the following retention periods for personal data:

**All data relating to client screening and/or establishing a brokerage relationship are retained in an accessible manner for a period of five years after the termination of the business relationship. This is because estate agents are subject to the guidelines of the Money Laundering and Terrorist Financing (Prevention) Act.**

### **Sharing personal data with third parties**

Pooters Makelaardij B.V. shares your personal data with various third parties if this is necessary for the performance of the agreement and to comply with any statutory obligations. We enter into a processing agreement with companies that process your data on our behalf in order to ensure the same level of security and confidentiality of your data. Pooters Makelaardij B.V. remains responsible for these processing operations. Pooters Makelaardij B.V. also provides your personal data to other third parties, but only with your express consent.

### **Transmission of personal data outside the EU**

Pooters Makelaardij B.V. shares your personal data with various third parties if this is necessary for the performance of the agreement. These third parties may be located outside the European Union or use servers located outside the European Union. Personal data is transmitted to countries outside the European Union only if that country ensures an adequate level of security. By using the services of Pooters Makelaardij B.V., you give consent for this purpose.

### **Which cookies or similar techniques do we use?**

Pooters Makelaardij B.V. only uses technical and functional cookies, and/or analytical cookies that do not infringe upon your privacy. A cookie is a small text file that is stored on your computer, tablet, or smartphone when you visit this website for the first time. The cookies that we use are essential for the technical operation of the website and your ease of use. Cookies ensure that the website

**Pooters Makelaardij B.V. indicates on its websites whether you agree to the use of cookies. For more information and an explanation of our cookie policy, visit <https://www.pooters-makelaardij.nl/nl/cookie-beleid>**

works properly and remember your preferences, for example. They also enable us to optimize our website. You can unsubscribe from cookies by setting your internet browser so that it no longer stores cookies. You can also delete all previously stored information via your browser settings.

### **Accessing, rectifying, or erasing data**

You are entitled to access, rectify, or erase your personal data. You are also entitled to withdraw any consent you have given for data processing, object to the processing of your personal data by Pooters Makelaardij B.V., and you have the right to data portability. This means that you can submit a request for us to send the personal data that we hold on you in a computer file to you or to another organization of your choice.

A request to access, rectify, delete, or transmit your personal data, to withdraw your consent for or to object to the processing of your personal data can be sent to [administratie@pooters-makelaardij.nl](mailto:administratie@pooters-makelaardij.nl). To ensure that the request for access has been made by you, please send us a copy of your identity document with the request. Blacken out your passport photo, the MRZ (machine readable zone, i.e. strip with numbers at the bottom of the passport), passport number, and, if applicable, citizen's service number (BSN) in this copy. This is to protect your privacy. We will respond to your request as soon as possible, but within four weeks at the latest.

Pooters Makelaardij B.V. also wishes to point out that you may file a complaint with the national supervisory authority, the *Autoriteit Persoonsgegevens* (Dutch Data Protection Authority). You can do this via the following link: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>

### **How do we protect personal data?**

Pooters Makelaardij B.V. takes the protection of your data seriously and implements appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure, and unauthorized alteration. If you feel that your data are not secure or there are indications of misuse, please contact us at [administratie@pooters-makelaardij.nl](mailto:administratie@pooters-makelaardij.nl).

**Pooters Makelaardij B.V. has implemented appropriate technical and organizational measures to protect your personal data against unlawful processing, for example:**

- **all persons who can access your data on behalf of Pooters Makelaardij B.V. are obliged to maintain confidentiality**
- **we apply a user name and password policy on all our systems**
- **we make backups of the personal data to be able to recover them in the event of physical or technical incidents**
- **we regularly test and evaluate our measures**
- **our employees have been informed about the importance of protecting personal data**

In the unlikely event of a data leak, Pooters Makelaardij B.V. will immediately take all necessary steps to limit the consequences of the data leak as far as possible. If there is a privacy risk, Pooters Makelaardij B.V. will notify the Dutch Data Protection Authority of the data leak within 72 hours. If any harmful consequences are foreseeable for the data subjects, Pooters Makelaardij B.V. will contact them immediately.

#### **Right of access, rectification, restriction and deletion; right to complain**

You have the right to request access to, rectify, restrict, and delete your data. For this purpose, you can contact Pooters Makelaardij B.V. at [administratie@pooters-makelaardij.nl](mailto:administratie@pooters-makelaardij.nl).

#### **Withdrawal of consent**

You are entitled to withdraw your consent for the aforementioned processing of personal data, insofar as this is not contrary to other legislation (such as data that are mandatory for financial administration) or does not unnecessarily infringe the fundamental rights of Pooters Makelaardij B.V., such as the right to freedom of expression and information (including artistic and journalistic freedom). Contracts that you have signed for the use of photographs within the context of the portrait right, for example, such as a model agreement and/or quitclaim deed, are in principle excluded from the right to withdraw consent.

#### **Complaints**

If you have a complaint about the processing of your personal data, please contact us directly. It will obviously be very disappointing if we cannot find a solution by working together with you. You are always entitled to file a complaint with the Dutch Data Protection Authority, which is the supervisory authority for the protection of privacy.



**Questions**

If you have any questions or comments regarding our Privacy Policy, please contact us!

**Contact details**

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[www.pooters-makelaardij.nl](http://www.pooters-makelaardij.nl)

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