

Privacy Statement

Amstel Property Agency

Privacy Statement

1. Explanation of the regulations

The Privacy Legislation is intended to protect the privacy of individuals. This legislation restricts the permitted use of your personal data by others. Under this law, Amstel Property Agency has a duty to its customers:

- to be informed of the manner in which and the purpose with which data is processed by Amstel Property Agency;
- to report who can view the data;
- to request permission for the processing of certain data.

Amstel Property Agency considers your privacy important. That is why Amstel Property Agency provides an explanation in these Regulations on how it handles your data, what the purpose of its use is and for the processing of which data Amstel Property Agency must explicitly request your permission.

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Amstel Property Agency is responsible for compliance with the GDPR (the General Data Protection Regulation), the administration of customers and the administration for analysis and marketing purposes. Amstel Property Agency is responsible within the meaning of the GDPR. Amstel Property Agency is responsible for all data processing on behalf of Amstel Property Agency, including www.amstel-property.com.

Amstel Property Agency collects and processes personal information for her customer administration, for servicing her agreements concerning the sale, letting, lease or purchase of a residential property, for collecting debts, for customer service, for the website and to fulfill her statutory obligations.

The personal information stored by Amstel Property Agency is required by Amstel Property Agency for carrying out the services which she provides. Without providing this information it is not possible for Amstel Property Agency to fulfill her contractual obligations.

Amstel Property Agency treats your personal information with the utmost care and does everything possible to keep the storage of your personal information secure. Any data leaks will be reported to the Autoriteit Persoonsgegevens and to those concerned whose personal information is in danger of becoming misused. In case of a data leak Amstel Property Agency will always take measures to ensure that the website and digital storage archives are secured.

If you believe that your personal information has been misappropriated or has been collected and saved without a proper reason, and it is not possible for you to have your personal information removed despite repeated requests, you can always submit a complaint to the Autoriteit Persoonsgegevens.

2. The personal data that Amstel Property Agency uses and the purpose of the use of this data

Amstel Property Agency stores the following personal information:

1. For the sale or letting of your residential property:

- your name, address, postcode, place of residence, phone number and e-mail address, bank account details, passport- or ID-number, date of birth
- property listing date, the description and characteristics of the property such as the selling or rental price, the year of construction, the sizes and interior division, land registry information and the economic value as determined by the municipality (WOZ value)
- photos and videos of the property
- when the property is sold or rented: the transaction details such as the selling or rental price and the transaction date.

2. For purchasing or renting a property:

- your name, address, postcode, place of residence, phone number and e-mail address
- your search profile in which your requirements are saved
- your family arrangement and income category
- when you decide to rent a property: your passport- or ID number, details regarding your income and your residential permit number if required
- when you decide to purchase a property: your passport- or ID number and your income category
- when you have purchased or rented a property: the transaction details such as the selling or rental price and the transaction date
- details about the property which you have purchased or rented such as the address, characteristics of the property, the selling or rental price and the transaction date

3. **for the payment and processing of invoices:** your name, address postcode and place of residence;

4. **for requesting or offering a non-binding proposal:** your name, e-mail address and/or phone number;

5. **for processing complaints and answering questions:** your name, e-mail address and/or phone number;

This data enables Amstel Property Agency to:

- financially and administratively handle the agreement that customers make with Amstel Property Agency
- to be able to provide services;
- to be able to reach customers/clients or interested parties if necessary;
- further develop/optimize services

Cookies

Amstel Property Agency and third parties place/place cookies in the browsers of clients and other visitors to the website. This data enables Amstel Property Agency to:

- register which internet sites/internet pages you visit;
- improve the functionality and content of the website;
- keep track of which topics or applications website visitors are interested in;
- to ensure that you do not always receive the same information;
- improve the product range.

Explanation regarding the placement of cookies

When you visit the website, cookies are automatically placed with which Amstel Property Agency can keep track of certain information. For more information about this, see the cookie policy on the website.

3. Provision of personal data to third parties

Amstel Property Agency does not provide personal data to people who are not involved with the company nor to external companies unless:

- there is a statutory provision that makes it mandatory;
- that is necessary for the execution of an agreement that Amstel Property Agency has made with you;
- you have given permission for this, for example permission to place cookies (see the cookie policy).

4. Duties/Secure Access/Confidentiality/Retention Period

Amstel Property Agency only processes your personal data in accordance with the law. This means (among other things) that the data is only processed for the purpose for which it was obtained and in a proper/careful manner in accordance with the law and these Regulations.

Your personal data can only be viewed by those working for Amstel Property Agency, unless stated otherwise in these Regulations. All your personal data is protected by Amstel Property Agency against unauthorized access. The security consists of:

- having a personal password for every person working for Amstel Property Agency to log into the company's IT system;
- a duty of confidentiality for those working for Amstel Property Agency with regard to all personal data provided to Amstel Property Agency;
- technical measures by Amstel Property Agency in accordance with the law, to secure her IT system against external intrusions.

Your personal data will not be kept longer than is necessary for proper administration and/or other established purposes. Amstel Property Agency stores your personal data for as long as is necessary for proper business operations, with due observance of a reasonable term. The law may prescribe a different retention period. If so, Amstel Property Agency will adhere to the prescribed statutory retention period.

Your personal information will be removed in the following cases:

- 1) **When an agreement has been reached:** 5 years after the termination of the agreement in respect of possible new agreements, unless you have given explicit permission to store the information for a longer period or if the information must be saved for a longer period in order to satisfy statutory regulations;
- 2) **For the payment and processing of invoices:** 7 years after the payment of the invoices concerned, in order to satisfy the regulations as laid down by the tax authorities;
- 3) **For requesting or offering a non-binding proposal:** 60 days after sending a non-binding proposal
- 4) **for processing complaints and answering questions:** after solving the complaint satisfactorily.

5. Your rights as a data subject

- **The right to information.** You have the right to know whether and which personal data of yours are processed and for what purpose.
- **Right of inspection.** You have the right to inspect and receive copies of that data insofar as the the privacy of another is not harmed as a result.
- **The right to correction and deletion.** You have the right to correct, adjust or remove data. The right to (partial) deletion of your data can only be met if the retention of the data is not of significant interest for others and the data is not being stored to satisfy a mandatory statutory provision;
- **The right to object.** In certain cases, you have the right to object to the processing of your data.
- **The right to data portability.** You have the right to receive your stored personal data and have this transferred to another organization.
- **The right to a human view in automated decisions.** With an automated decision you have the right to have the decision made through human intervention.

If you want to make use of the aforementioned rights, you can send a request by e-mail to info@amstel-property.com. If your request is rejected, this will be substantiated. One reason may be that your file contains information that is or may be of interest to others. You will receive a message from Amstel Property Agency within one month of receipt of your request.

Even if you have a complaint about the way your personal data is processed, you can contact Amstel Property Agency and Amstel Property Agency will try to resolve it together with you.

Do you have a (another) comment, question or suggestion? You can also contact Amstel Property Agency for this. Of course, Amstel Property Agency will also treat the personal data provided in this context confidentially and carefully. The current contact details can be found on the website of Amstel Property Agency.