

PRIVACY STATEMENT

When you make use of the services of Roompot Business, we are required to register a number of personal details. It is our policy to process your personal data with utmost care and transparency. By means of this privacy statement, we would like to inform you for which objectives and in which manner we process your personal data.

This privacy statement applies to all personal data received by us when you enter into a rental agreement with us, make use of our services, visit our website or when we contact you. This privacy statement was last amended on June 4, 2018 and replaces all prior versions of this privacy statement.

WHO ARE WE

Roompot Business acts as mediator between holiday suppliers and holidaymakers. We mediate for both business bookings and for private bookings for a longer period. Roompot Business refers to the private limited liability company Roompot Service B.V. Roompot Service B.V. is located in Kamperland at Mariapolderseweg 1 (4493 PH).

WHAT DATA DO WE COLLECT AND WHY

Your personal data are mainly processed by us as part of entering into a rental agreement.

Entering into a private rental agreement

When you wish to enter into a rental agreement with us, we register by default the data necessary to draw up the agreement and to make the accommodation available to you.

Name and address details

We need your name and address details for drawing up the rental agreement, registering your data in our system, for registration in the mandatory overnight register (nachtregister), as well as being able to fulfil our obligation for declaring tourist tax. When certain matters, such as the original rental agreement, cannot be sent to you by e-mail, we will send it to the address indicated by you.

Date of birth

Only persons older than 21 years of age can enter into a rental agreement with Roompot Business. By indicating your date of birth, we can check if you are entitled to enter into a rental agreement.

Telephone number and e-mail address

Should we have any questions shortly before or during your stay, then we can contact you by phone or approach you by e-mail.

Bank account number

For most accommodations, a security deposit will be charged. We only register your bank account number for the reimbursement of the deposit. We will never and cannot debit a sum from your account.

Entering into a business rental agreement

When you as business or representative for a company are looking for accommodation locations for expats, business relations, seconded employees or other periodic employees, you can enter an agreement with Roompot Business regarding business rental. We register the necessary information of your organisation in order to conclude the agreement. You can request a quotation on the website.

Contacting Roompot Business

Roompot Business is happy to answer all your questions regarding your (future) accommodation. We offer various means of contact.

E-mail

When you send us an e-mail message, we register your name and e-mail address. Registering this data is necessary for us to communicate with you. In addition, this allows us to quickly and efficiently answer your question and look up your information.

Improving services

Use of website

If you make use of our website, we automatically store certain information. This information may include which URL redirected you, which URL you visit next, which browser you use, your IP address and the date and time at which you accessed our website. We also collect information regarding the hardware, software and internet browser used by you.

We use this data as part of the normal use and management of our website and can publish this data grouped. This grouping makes it impossible to trace the data back to a specific user. We are not interested in data that tells us about the identity of the visitor of our site. Roompot Business is interested in data that tells us about the use of the site, such as how many visitors we receive, which hours are busy and which pages are most frequently visited.

The website of Roompot Business makes use of cookies and other technologies. Please consult our Cookie Policy for more information.

Analyses for management information

Information regarding the province and country in which you reside is used for performing analyses for management information. Your data is fully anonymised and cannot be traced back to you as a person.

Data received by us from third parties

In some cases, we receive data from third parties instead of directly from you. For example, when you make a reservation for one of our accommodations directly via the park, the employees of the park will send certain data to us. This allows us to register your reservation and draw up a rental agreement.

All information received from third parties can be combined with information provided by you.

WHAT ARE THE FOUNDATIONS

When processing your personal data, we comply to the regulations in the General Data Protection Regulation. As such, there is always a foundation for processing your personal data. Your data is mainly processed for concluding a rental agreement. We need this data for performing the agreement between you and Roompot Business.

For the processing of your data as part of improving our services and contact moments with our customer service, Roompot Business has a justified interest. We have made a careful consideration of your interests and those of the organisation.

Some data is processed to be able to comply to statutory obligations. For example, we are legally obligated to register some of your details in the overnight register.

Should we require more of your information, then we will always ask for your permission.

WHICH PARTIES DO WE PROVIDE WITH YOUR DATA

We are obligated to register your name, city and dates of arrival and departure in the overnight register. The municipality may request us to provide the information stored in the overnight register. In consideration of the mandatory tourist tax, we also issue your zip code, city, date of birth, family composition and dates of arrival and departure annually to the municipality.

After concluding a rental agreement, we issue your information to the park where you will stay to allow the employees of the park to properly prepare for your arrival. It is possible that we manage the exploitation of the park ourselves, but it may also be that the exploitation of a park is in the hands of a third party. We only issue the personal data that is necessary for the performance of the agreement.

For the management of our systems and provision of our services, we make use of the services of third parties, such as IT providers. We ensure that these third parties correctly deal with your data if and insofar they have access to it.

In the case that you unexpectedly do not fulfil your invoices on time, we are forced to outsource collection to a collection agency or a bailiff. The information required for collecting the claim from you is issued to the collection agency or bailiff.

Data collected by cookies is shared by the parties who place these cookies. Please consult our Cookie Policy for more information.

HOW LONG DO WE STORE YOUR DATA

We do not store your data for longer than is necessary for realising the objectives included in this privacy statement, unless we are legally obligated to store the data for a longer period.

Contact moments with our guest service are removed within a year after the contact moment unless the content may be of interest to your booking or any future bookings.

HOW IS YOUR PERSONAL DATA SECURED

Roompot Business has taken technical and organisational measures to protect your data against loss or unlawful use, such as unauthorized access of data. We took into account the current state of technology and the costs of implementation, which allows us to guarantee a suitable security level with attention to the risks that the processing and the nature of the to be protected data carries. Our policy is focussed on only authorising employees with access to your personal data if this access is necessary for the performance of their activities.

WHAT ARE YOUR RIGHTS

Right to access, rectification, limitation, deletion

If your personal data is processed by Roompot Business, then you have the right to receive a statement of your collected data. You are also entitled to receive your data in a structured, commonly used and machine-readable format. You may send such a request to the e-mail address info@roompotbusiness.nl. You may also send your request in writing to Roompot Business, Postbus 12, 4493 ZG Kamperland. Roompot Business will reply to your request within a month.

If the statement shows that your data is not correct or complete or does not belong in the database of Roompot Business in your opinion and considering the objective of the registration, then you may request Roompot Business to rectify, delete or limit the data. You also have the right to object to the processing of your data. The (e-mail) address or mail address listed above can be used for such requests.

When you ask us to rectify or delete data necessary for the performance of the agreement, this may result in you no longer being able to use our services.

Right to withdrawal of permission

If you have given permission for the processing of your personal data, you have the right to withdraw your permission at all times. In that case, we will no longer process your data that is processed based on your permission.

Complaints

Should you have a complaint regarding the method in which we treat your personal data, please let us know by sending us an e-mail message (info@roompotbusiness.nl) or letter (Roompot Business,



postbus 12, 4493 ZG Kamperland). We will do our best to remedy your complaint. You also have the right to present your complaint to the national supervisory authority, which is the Autoriteit Persoonsgegevens in the Netherlands.