



Privacy policy House2u

House2u , located at Aert van Nesstraat 45, 3012 CA in Rotterdam, is responsible for the processing of personal data as shown in this privacy statement.

1. *Contact details:*

House2u

Aart van Nesstraat 453012 CA RotterdamEmail: info@house2u.nl

Mobile/WhatsApp: 06-15 04 35 82

2. *Personal data that we process*

House2u processes your personal data because you use our services and/or because you provide them to us yourself.

Below you will find an overview of the personal data that we process:

- First and last name
- Gender
- Date of birth
- Place of birth
- Address details
- Phone number
- Email address
- IP address

- Other personal data that you actively provide, for example by creating a profile on this website, in correspondence and by telephone:
 - Location data
 - Data about your activities on our website
 - Data about your surfing behavior across different websites (for example because this company is part of an advertising network)
 - List of customer contact details via an app / WhatsApp
 - Internet browser and device type
 - Bank account number

Your data is stored in a secure environment, called dropbox . See the link below for their privacy policy:

<https://help.dropbox.com/nl-nl/security/general-data-protection-regulation>

3. *Special and/or sensitive personal data that we process*

House2u processes the following special and/or sensitive personal data of you:

V1.0

24 januari 2024





- Citizen service numbers (BSN)
- ID (passport / ID card / driver's license etc.)

4. Special and/or sensitive personal data of minors

Our website and/or service does not intend to collect data about website visitors who are younger than 16 years old. Unless they have permission from parents or guardians. However, we cannot check whether a visitor is older than 16. We therefore recommend that parents be involved in the online activities of their children, in order to prevent data about children being collected without parental consent. If you are convinced that we have collected personal data about a minor without this permission, please contact us via info@house2u.nl, then we will delete this information.

5. For what purpose do we process your personal data?

House2u processes your personal data for the following purposes:

- Processing your payment
- To deliver goods and services to you. Specifically, providing information/data to third parties to rent a home for you, or to rent a home to you.
- House2u analyses your behaviour on the website in order to improve the website and to tailor the range of products and services to your preferences.
- House2u also processes personal data if we are legally obliged to do so, such as data that we need for our tax return.

7. Automated decision-making House2u

makes decisions based on automated processing on matters that can have (significant) consequences for people. This concerns decisions that are made by computer programs or systems, without a human being (for example an employee of House2u) involved.

8. Credit Check Approval

A credit check can be part of our services. By signing this document, you agree that we may check your creditworthiness.

In that case, when you want to become a customer and rent a home, we will pass on your data to Economic Data Resources BV (EDR). EDR will use this data to assess your creditworthiness. EDR uses your data to investigate your creditworthiness and contact details. For more information about EDR and how EDR guarantees your privacy and your privacy rights such as your right to access, object, change and delete, see: <https://www.edrcreditservices.nl/privacy-statement/>."

9. How long we store personal data

House2u does not store your personal data for longer than is strictly necessary to achieve the purposes for which your data is collected. We use the following retention periods for the following (categories) of personal data:

V1.0

24 januari 2024



We retain your personal data for as long as we are required to do so by law and for as long as necessary for the purpose for which we use your data. For example, as long as you are a customer of ours, we retain your data in accordance with the statutory retention period of seven years. After that, we retain your data only for statistical purposes and to handle any complaints or legal matters. If you would like to know more about how long we retain specific data about you, please contact us.

10. Sharing personal data with third parties

House2u shares your personal data with various third parties if this is necessary for the execution of the agreement and to comply with any legal obligation. In addition, House2u provides your personal data to other third parties. We only do this with your express permission.

11. Cookies, or similar techniques, that we use

House2u only uses technical and functional cookies. And analytical cookies that do not infringe on your privacy. A cookie is a small text file that is stored on your computer, tablet or smartphone when you first visit this website. The cookies that we use are necessary for the technical operation of the website and your ease of use. They ensure that the website works properly and remember, for example, your preferences. We can also use them to optimize our website. You can opt out of cookies by setting your internet browser so that it no longer stores cookies. In addition, you can also delete all information that was previously stored via the settings of your browser.

During your first visit to our website, we already informed you about these cookies and asked for your permission to place them.

You can opt out of cookies by setting your internet browser to no longer store cookies. In addition, you can also delete all information previously stored via your browser settings.

More specifically, we use the following cookies:

- Facebook (tracking cookie)
- Instagram
- Google Analytics
- LinkedIn
- TikTok
- Twitter (X)

12. View, modify or delete data

You have the right to view, correct or delete your personal data. You can do this yourself via the personal settings of your account. In addition, you have the right to withdraw your consent for the data processing or to object to the processing of your personal data by our company and you have the right to data portability. This means that you can submit a request to us to send the personal data that we have about you in a computer file to you or another organization named by you.

If you wish to exercise your right to object and/or right to data portability or if you have other questions/comments about data processing, please send a specified request to info@house2u.nl.

V1.0

24 januari 2024

Met opmerkingen [M1]: Check Murat



To ensure that the request for access has been made by you, we ask you to send a copy of your ID with the request. In this copy, black out your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport) and Citizen Service Number (BSN). This is to protect your privacy. House2u will respond to your request as soon as possible, but in any case within four weeks.

13. How do I submit a request or complaint?

Send your request or complaint to us via info@house2u.nl. We will process your request or complaint within 30 days. If there are multiple requests or complaints or your request or complaint is complex, this may take more time. In that case, we will contact you within 60 days at the latest. We may ask you to identify yourself. In that case, we will ask for your details to ensure that you are the correct person whose personal data it is.

14. How we protect personal data

House2u takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure and unauthorized modification. If you have the impression that your data is not properly secured or there are indications of misuse, please contact us via info@house2u.nl

15. Do you have a question about this privacy statement?

If you have a question about our privacy statement, please feel free to contact us by sending an email to info@house2u.nl. We are happy to help you.