

Koops Makelaardij – Privacy Statement

This privacy statement explains how your data is dealt with. Wherever “**KM**” is mentioned, this stands for **Koops Makelaardij B.V.**

Which KM services do you use?

You may be in contact with KM in various ways.

You are searching for a home, or you wish to let or lease a residential dwelling and give KM the assignment to do so.

- You would like to let your home. *See 1.*
- You would like to lease a residential dwelling. *See 2.*
- You are giving KM the assignment to sell a property for you. *See 3.*
- You are giving KM the assignment to search a property for you. *See 4.*
- You would like to view a property offered by KM, free of obligation. *See 5.*
- You would like to be kept up-to-date with what KM has to offer, free of obligation. *See 6.*
- You would like KM to value a property (free of obligation or otherwise). *See 7.*

Controller

KM acts as a controller in all of these situations. Our contact details are as follows:

Koops Makelaardij Amstelveen
Rembrandtweg 161A
1181 GG Amstelveen
amstelveen@koopsmakelaardij.nl

Koops Makelaardij Amsterdam
Nassaukade 300H
1053 LN Amsterdam
amsterdam@koopsmakelaardij.nl

Koops Makelaardij Haarlem
Gedempte Oude Gracht 152A
2011 GX Haarlem
haarlem@koopsmakelaardij.nl

Koops Makelaardij Leiden
Bargelaan 200
2333 CW Leiden
leiden@koopsmakelaardij.nl

Koops Makelaardij BV
info@koopsmakelaardij.nl
020-8208772

Koops Vastgoedbeheer
Mr. G. Groen van Prinstererlaan 89
1181 TR Amstelveen
info@koopsvastgoedbeheer.nl

We take your privacy seriously

KM takes your privacy very seriously and considers the rules governing data protection to be logical standards of decency. KM processes your data exercising due care and in accordance with the provisions of the law. KM devotes a great deal of attention to ensuring appropriate security, so as to protect your data against unauthorised use, access and amendment, and against unlawful destruction. KM constantly invests in the provision of good services.

Inspecting, amending or deleting data

If you would like to know what data of yours KM has, please send a request to the relevant office by letter or email. KM does not process names or any other directly identifiable data. If you would like to know what data KM processes, please contact a KM real estate agent, who will then ensure that you are informed accordingly. Should you wish to amend or delete any data, please send a letter or email message to KM setting out your reasons. Your request will be acceded to as soon as possible, unless the law renders it mandatory to retain your data or if there are other compelling grounds which pose an obstacle to such amendment or deletion.

How can you submit a complaint?

If you have any questions or in the event that you have a complaint about KM's use of data, please first contact the relevant office. Should you fail to resolve the issue with the relevant Koops office, you may contact Mr S. Koops, the founder, at sander@koopsmakelaardij.nl. Mr Koops will handle your complaint in such a situation. In addition, you are also entitled to submit a complaint to the Dutch Data Protection Authority.

How long will an NVM [Dutch Association of Real Estate Agents and Property Valuers] real estate agent store your data?

KM will not store your data for longer than is necessary. Nevertheless, KM does store some data for a lengthy period of time.

- KM keeps some data about the services which it provides for no longer than 12 months, because it may be held liable for any professional errors during that period.

1. You are letting your home and you have engaged Koops Makelaardij for this purpose.

The purpose of this contract is to promote your home at your behest, to provide guided tours to interested parties, to obtain an insight into the reliability of a potential tenant and to draw up a good tenancy agreement for you. KM also establishes your identity in this respect. The following data may be processed.

Data	May be provided to	KM's retention period
Your name, address and contact details, such as your telephone number and email address.	a	20 years
Your reason for letting.	none	20 years
A description and the features of the dwelling, such as the rent, the construction year, the surface area and layout, the land registry details, and any photographs and videos of the dwelling. The above-mentioned data may be published on Funda, other housing websites and KM's website, if this is agreed to with KM. This will occur for the purposes of promoting your dwelling and will be exhibited for up to no more than one year after the relevant transaction.	none	20 years
The requirements that you stipulate in relation to any tenant.	a	20 years
The information that is required to draw up a tenancy agreement, including the establishment of your identity.	a	20 years
Any other information which you provide to KM.	none	3 years

	Data recipients
a	The tenant

2. You would like to lease a residential dwelling which is offered by Koops Makelaardij.

The purpose of this contract is to determine whether you satisfy the landlord's requirements and to prepare a tenancy agreement on the landlord's behalf. The following data may be processed.

Data	May be provided to	KM's retention period
Your name, address and contact details, such as your telephone number and email address.	a	20 years
Your age and income category, and the composition of your family.	a	3 years
Information to determine whether you satisfy the landlord's requirements. This is a legitimate interest on the part of the landlord. Determining this may occur with the aid of an accommodation test or data checker, for example.	a	5 years
Any information that is required in the event that an assessment needs to be conducted in accordance with the Money Laundering and Terrorism Funding (Prevention) Act [<i>Wet ter voorkoming van witwassen en financieren van terrorisme</i>] (Wwft).	b	5 years
The information that is required to draw up a tenancy agreement, including the establishment of your identity.	a	20 years
Any other information which you provide to KM.	A	3 years

	Data recipients
a	The landlord

3. You are selling your home and you have engaged Koops Makelaardij for this purpose.

The purpose of this contract is to promote your home at your behest, to provide guided tours to interested parties, to obtain an insight into the reliability of a potential buyers and to draw up a good agreement for you. KM also establishes your identity in this respect. The following data may be processed.

Data	May be provided to	KM's retention period
Your name, address and contact details, such as your telephone number and email address.	a	20 years
Your reason for letting.	none	20 years
A description and the features of the dwelling, such as the price, the construction year, the surface area and layout, the land registry details, and any photographs and videos of the dwelling. The above-mentioned data may be published on Funda, other housing websites and KM's website, if this is agreed to with KM. This will occur for the purposes of promoting your dwelling and will be exhibited for up to no more than one year after the relevant transaction.	none	20 years
The requirements that you stipulate in relation to any potential buyer.	a	20 years
The information that is required to draw up a buyers agreement, including the establishment of your identity.	a	20 years
Any other information which you provide to KM.	none	3 years

4. You are searching for a rental dwelling and have engaged KM for this purpose.

The purpose of this contract is to find a suitable rental dwelling and an appropriate tenancy agreement at your behest. KM also establishes your identity in this respect. The following data may be processed.

Data	May be provided to	KM's retention period
Your name, address and contact details, such as your telephone number and email address.	a	20 years
The search profile incorporating your accommodation requirements.	none	3 years
Information about your current dwelling, such as the purchase price or rent. Your reason for leasing, for example, a larger dwelling or a change of work.	none	3 years
Your age and income category, and the composition of your family.	none	3 years
Information for the purposes of determining your ability to pay a rent, provided that this is agreed with you.	none	3 years
Any information that is required if the landlord requires a tenant assessment (a data checker, for example). Such an assessment is a legitimate interest on the part of the landlord.	a	3 years
The information that is required to draw up a tenancy agreement, including the establishment of your identity.	a	20 years
Any other information which you provide to KM.	None	3 years

	Data recipients
a	The landlord

5. You would like to view an owner-occupied house or rental dwelling, or a commercial property which KM has on offer.

In such a contract KM sets out viewing arrangements, provides a good overview of the dwelling or property and records your opinion of it. The following data may be processed.

Data	May be provided to	KM's retention period
Your name, address and contact details, such as your telephone number and email address.	a	1 year
The date of the viewing and your opinion of the dwelling, or commercial or agricultural property.	a	1 year
Any other information which you provide to KM.	a	1 year

	Data recipients
a	The seller or landlord of the property

6. You would like to be kept up-to-date with what KM has to offer, free of obligation.

The purpose of such a contract is to enable KM to keep you up-to-date with any residential dwellings or commercial properties which you may find interesting. This will occur until such time as you indicate that you no longer require this service. The following data may be processed.

Data	May be provided to	KM's retention period
Your name, address and contact details, such as your telephone number and email address.	none	Until you revoke consent
The search profile incorporating your accommodation requirements. An offer may be prepared based on your search profile.	none	Until you revoke consent
Any other information which you provide to an NVM real estate agent.	none	Until you revoke consent

7. You would like to arrange for a residential dwelling or commercial property to be valued (free of obligation or otherwise) and you have engaged KM for this purpose.

The purpose of such a contract is to enable KM to value your residential dwelling or commercial property. The following data may be processed.

Data	May be provided to	20 years
Your name, address and contact details, such as your telephone number and email address.	a, b	20 years
Information about your residential dwelling or commercial property to determine its value.	a, b	20 years
Any other information which you provide to KM.	none	20 years

	Data recipients
a	Valuation institute validation
b	The resident at the relevant address

Koops Makelaardij's use of data

Through a link KM supplies certain data to Pararius, the NVM, VBO and other relevant organisations. KM has consented to such other relevant organisations serving as controllers in relation to the data that has been received.

A KM's residential dwellings and investment properties currently on offer

If you wish to let or sell a residential dwelling or investment property through KM, the following information will be disclosed to other registered agents.

- the address of the relevant residential dwelling or investment property, its description and features, such as the asking price, the construction year, its surface area and layout, its land registry details, its WOZ [Immovable Property Valuation Act] value and photographs of the property.
- the date on which the property came onto the market and the date on which it was removed from the market. Conditional sale, date of sale and transaction price.

Koops Makelaardij uses this information for the provision of services to their customers (anyone searching for a residential dwelling or investment property).

Such information is kept without limitation for the purposes of a historical database of available properties. See C.

B Residential dwellings or investment properties currently available through housing and other websites, including Funda and Pararius

If you wish to sell or let a residential dwelling, or a commercial or agricultural property through Koops Makelaardij, information will also be disclosed to Funda and other websites (housing or otherwise) after consulting you. This will involve the following information:

- the address of the relevant residential dwelling, or commercial or investment property, its description and features, such as the asking price, its construction year, its surface area and layout, its land registry details, its WOZ [Immovable Property Valuation Act] value and photographs of the property.
- the date on which the property came onto the market and was sold or let.

Using this information, your property will be brought to the attention of consumers, professional agents and/or any other parties that search housing and other websites. You may consent to KM doing this or not.

Such information may still be visible on those websites for up to no more than one (1) year following the relevant date of sale or that on which the residential dwelling, or commercial or investment property is removed from the market.

C Historical database of available properties

The following information about all of the residential dwellings which are let or sold through KM is entered into the KM database:

- the address of the relevant residential dwelling, or commercial or investment property, its description and features, such as the asking price, its construction year, its surface area and layout, its land registry details, its WOZ [Immovable Property Valuation Act] value and photographs of the property.
- the date on which the property came onto the market and the date on which it was removed from the market. Conditional sale, date of sale and transaction price.
- the postcode (1234AB) of the buyer's previous residential or other address.

The above-mentioned details are kept indefinitely.

KM makes it possible to produce analyses of the housing market using the above-mentioned information. KM supplies such information to other selected parties, namely:

- valuers to enable them to conduct evaluations and determine values;
- validation institutes for the purposes of verifying valuation reports;
- municipalities for the purposes of determining WOZ values;
- real estate agents to enable them to provide services to their customers.

Those parties only have access to that information for the above-mentioned purposes and, where possible, information is only supplied in aggregated form.

Inspecting, amending or deleting data

If you wish to inspect, amend or delete data processed by KM, please contact the office which has provided assistance for the purposes of letting or selling the relevant residential dwelling, or commercial or investment property.