

## Privacy statement

In this privacy statement, we explain which personal data we process and how we handle it. If you have any questions, please feel free to contact us at any time.

Your privacy is important to us. We guarantee that the personal information you provide to us, such as names, email addresses and telephone numbers, etc., will be treated confidentially. This privacy statement contains information on the data we collect when you use our website or services, why we collect this data, and how we handle it.

In this statement, we also explain which data is issued to NVM and to Brainbay B.V., a subsidiary of the NVM, and what NVM/Brainbay does with this data. Brainbay was set up by the NVM to develop products and services on behalf of NVM members, based on data submitted from members and from non-NVM members, as well as for research into the real estate market.

### *The issuing of data to NVM/Brainbay*

Data is also issued to NVM/Brainbay in conjunction with a number of services. The NVM/Brainbay processes this data as follows:

- It ensures that all NVM estate agents have up-to-date information on residential properties, commercial premises and agricultural real estate offered via NVM estate agents.
- It ensures that up-to-date property information is posted on Funda and other (property) websites.
- It ensures that a database exists which facilitates appraisals and other valuations and enables insights to be built up with regard to the developments in the housing market and the commercial and agricultural real estate markets. The data is saved in this database for an indefinite period of time.

You can read about what NVM/Brainbay does with the data issued on the last page. We draw your attention explicitly to point C.

NVM/Brainbay is a controller for this data. The relevant contact details are:

NVM	Brainbay B.V.
Chamber of Commerce no. 30102683	Chamber of Commerce no.
71551034	
Postbus 2222	Fakkelstede 1
3430 DC Nieuwegein	3431 HZ Nieuwegein
<a href="mailto:privacyhelpdesk@nvm.nl">privacyhelpdesk@nvm.nl</a>	<a href="mailto:support@Brainbay.nl">support@Brainbay.nl</a>

NVM/Brainbay has a data protection officer who can be contacted via [fg@nvm.nl](mailto:fg@nvm.nl).

### *Controller*

Broersma Makelaardij BV, Broersma Bedrijfsmakelaardij and Broersma Nieuwbouw BV are the controllers for the following processing activities. The relevant contact details are:

Koningslaan 14  
1075 AC Amsterdam  
Telephone number: +31 (0)203059777  
Email: [info@broersma.nl](mailto:info@broersma.nl)

### *Processing personal data*

We believe it is very important to protect personal data. We respect your privacy and ensure that the personal information which you may provide to us (via the website, by email or in other ways) is always treated confidentially and in accordance with the Personal Data Protection Act [Wet Bescherming Persoonsgegevens] and the European Privacy regulation.

If you telephone us to schedule a viewing, or if you register for our newsletter, or wish to receive information about the properties we offer, or if we are selling or purchasing a property on your behalf, or if you wish us to provide another service, we will ask you to provide us with personal data. Personal data is data which can be used to establish your identity. We are allowed to process the following personal data:

- your name;
- your address;
- your email address;
- your telephone number;
- your date and place of birth;
- your civil status;
- the origin of your capital;
- your identity document with number and date of validity; and
- the subject of your appointment.

As soon as you call or mail us that you want to make a viewing appointment for one of the properties, we will ask you for your first name and surname, your telephone number and your email address. This will enable us to send you a confirmation of the appointment and/or contact you regarding the appointment or the property. We will also make a note of the date of your appointment and any comments you have about the property. We will not use your data for purposes other than those described above, unless we have obtained your permission to do so in advance. You can find information below about how long we keep your data and which data we will ask you to provide.

### *Forwarding to third parties*

Your personal data will not be shared with third parties unless the exchange of data is necessary for the purposes described below. Examples include exchanging data with notaries, developers, contractors, fellow estate agents, etc. Because we are careful about handling your personal data, we conclude a legally valid processing agreement (an agreement between the responsible party and the processor which stipulates how the processor should handle the personal data) with external parties.

What is more, we will not issue the data you have provided to other parties, unless this is obligatory and permitted by law. An example of this is if the police or the Financial Intelligence Unit-the Netherlands (FIU) request (personal) data from us within the framework of an investigation. In such an instance, we are required to cooperate and are therefore obliged to provide this data. We may also share personal data with third parties if you have given us written permission to do so. We do not issue personal data to parties located outside the EU.

### *Auxiliary staff we engage*

Sometimes we engage an external party to carry out certain processes for us (e.g. arranging a mailing). In those situations, we will always make agreements with those third parties about data usage, security and confidentiality. This basically means that these third parties are never allowed to use your data for their own purposes.

### *Communication*

We may save emails and other messages you send us. Sometimes we will ask you for your personal data which is relevant for a particular situation. This data will enable us to process your questions and respond to your requests. If we want to send you email newsletters or

other commercial messages in the future, we will, of course, only do so if you have given your prior permission.

#### *Amending/unsubscribing from newsletter or other communication*

Please contact us if you want to change your data or remove your information from our files. At the bottom of every newsletter or offer email you will, in any event, find a button which enables you to amend your data or unsubscribe. If you unsubscribe, you will no longer receive any communications from us.

#### *Confidential*

Our employees handle the details you send us with the greatest of care. Only authorised staff are allowed to process your data when necessary.

#### *Security*

We have taken suitable technical and organisational measures to protect your personal data against unlawful processing. We have taken the following measures:

- Our computer system and mobile telephones are protected with a login code.
- Our office is protected with an alarm and window locks.
- Any documents which contain personal data and have to be kept in accordance with the Money Laundering and Terrorist Financing (Prevention) Act [Wet ter voorkoming van witwassen en financieren van terrorisme] (Wwft) are eventually destroyed by a specialised company.
- We have an external system administrator who is responsible for installing the latest virus scanner and hacking security.

#### *Website*

Our website uses analytical cookies which enable us to keep track of website-related statistics. These include, for example, visitor numbers, the time at which the site is visited, and the browser(s) used.

#### *Retention times*

We retain your personal data for no longer than is necessary for the purpose for which it has been provided, or for no longer than is required on the grounds of the law. In the tables below, you can see who we pass your data on to, and how long we keep the data.

If you wish to view a property which is for sale or rent, or commercial premises that are being offered via our office, we can process the following data:

Data	Forwarding possible to	Retention period
Your name, address and contact details, such as your telephone number and email address.	a	1 year
Date of viewing and your opinion of the residential property or commercial premises.	a	1 year
Other information that you issue to us.	a	1 year

Data recipients	
a	Vendor or lessor of the property

If you wish to purchase a residential property being offered via our office, we will be in contact with you during any bidding process. During this process, we will also establish your identity. The following data may then be processed:

Data	Forwarding possible to	Retention period
Your name, address and contact details, such as your telephone number and email address.	b	20 years
Your opinion of the residential property.	b	3 years
Details about offers made.	b	3 years
Data which is necessary if a legal assessment has to be carried out within the framework of the Money Laundering and Terrorist Financing (Prevention) Act [Wet ter voorkoming van witwassen en financieren van terrorisme] (Wwft), including determining your identity*.	d	5 years
If agreed with the vendor, data to determine your possibilities when it comes to paying a purchase price or fulfilling other vendor requirements. This is a legitimate vendor interest.	b	3 years
Data which is necessary in order to draw up the contract of sale.	c	20 years
When the residential property has been sold: the transaction data, such as the sales price and transaction date.	a	20 years
The postcode (1234AB) and house number of the previous residential address of the purchaser and the (rental) property.	a	3 years
Your age and income category and family members, type of purchaser and reason for moving.	a	3 years
Other information that you issue to us.	b	3 years

Data recipients	
a	NVM/Brainbay (the data is saved for an indefinite period of time)
b	Vendor
c	Notary, purchasing estate agent
d	FIU (Financial Intelligence Unit – the Netherlands)

\*After we have received a copy of your identity document, we will sign it as approved and ensure that the photo and Citizen Service Number are illegible. We will do nothing with the copy of your identity document until the purchase has been agreed. If you purchase the property, we will keep the copy of your identity document in our file. If you do not purchase the property, we will immediately destroy the copy of your identity document. The copy of your identity document will not be issued to the other party, or third parties.

If you would like us to inform you of the properties we are offering, we are allowed to process the following data we receive from you. This will be done until the moment that you indicate that you no longer require this service.

Data	Forwarding possible to	Retention period
Your name, address and contact details, such as your telephone number and email address.	none	Until permission is withdrawn
The search profile containing your property wishes. An offer will be put together on the basis of the search profile.	none	Until permission is withdrawn
Other information that you issue to us.	none	Until permission is withdrawn

### *Rights relating to your data*

You have the right to access, rectification or deletion of the personal data we have received from you. You can also object to the processing of your personal data (or a part thereof) by us or one of our processors. You also have the right to have us transfer the data you issued either to yourself, or directly to another party as desired. As is only logical, we may ask you to provide proof of identity before complying with the aforementioned requests. Your request will be complied with as quickly as possible, unless the law makes it obligatory for the data to be kept, or if there are (other) urgent reasons for not amending or deleting.

NVM/Brainbay will not process any names, or other data which directly reveals your identity. Please contact us if you would like to know which data NVM/Brainbay processes.

### *Complaints*

Please get in touch with us if you have a complaint about the processing of your personal data. We will then do all we can to find a solution you are happy with. If that is not the case, you can contact the NVM complaints coordinator via: [klachtencoordinator@nvm.nl](mailto:klachtencoordinator@nvm.nl). In such a situation, the NVM data protection officer may also assess the complaint. You also have the right to submit a complaint to the Dutch Data Protection Authority [Autoriteit Persoonsgegevens], which is the supervisory body in the field of privacy.

### *Amendments to this privacy statement*

We reserve the right to amend this privacy statement. Amendments will only be published on this website.

If you have questions or comments as a result of our privacy policy, please do not hesitate to contact us.

### *Data usage by the NVM/Brainbay*

We will issue certain data to the NVM/Brainbay via a link.

NVM/Brainbay is a controller for the data received. The NVM/Brainbay processes this data as follows:

- A. It ensures that all NVM estate agents have up-to-date information on residential properties, commercial premises and agricultural real estate offered via NVM estate agents.
- B. It ensures that up-to-date property information is posted on Funda and other (property) websites.
- C. It ensures that a database exists which facilitates appraisals and other valuations and enables insights to be built up with regard to the developments in the housing market and the commercial and agricultural real estate markets.

#### *A Residential properties, commercial premises and agricultural real estate currently offered by NVM estate agents*

If you want to sell or lease a residential property, commercial premises or agricultural real estate via an NVM estate agent, the following data will be communicated to other NVM estate agents:

- The address of the residential property, the commercial premises or the agricultural real estate, the description and characteristics of the property, such as asking price, year of construction, surface areas and layout, land registry details, property tax value and photos of the property.

- The date that the property comes onto the market, the date on which the property is withdrawn from the market, the provisional sale, the sales date and the transaction price. NVM estate agents use this data for the services they provide to their clients (people looking for a residential property, commercial premises or agricultural real estate). This data is kept for an indefinite period of time in connection with the database of past stock, see under C.

*B Residential properties, commercial premises and agricultural real estate currently offered on (property) websites, including Funda*

If you want to sell or lease a residential property, commercial premises or agricultural real estate via an NVM estate agent, data can also be communicated, in consultation with you, to Funda and other (property) websites. This relates to the following data:

- The address of the residential property, the commercial premises or the agricultural real estate, the description and characteristics of the property, such as asking price, year of construction, surface areas and layout, land registry details, property tax value and photos of the property.
- The date that the property comes onto the market and the sales date.

This data is used to publicise your property among consumers, professional parties and/or third parties that are looking via (residential property) websites.

This data may still be visible on these websites up to a maximum of one year after the sales date, or the date that a property, commercial premises or agricultural real estate is withdrawn from the market.

*C Database with past stock*

The following data is recorded in the NVM database on all residential properties, commercial premises and agricultural real estate which are offered for sale or lease via an NVM estate agent:

- The address of the residential property, the commercial premises or the agricultural real estate, the description and characteristics of the property, such as asking price, year of construction, surface areas and layout, land registry details, property tax value and photos of the property.
- The date that the property comes onto the market, the date on which the property is withdrawn from the market, the provisional sale, the transaction date and the transaction price.
- The postcode (1234AB) and house number of the previous (residential) address of the purchaser.

The aforementioned data is saved for an indefinite period of time.

Brainbay uses the aforementioned data to create analyses of the real estate market on behalf of the NVM.

The NVM/Brainbay also issues this data to selected third parties, namely:

- NVM Valuers, so that they can carry out appraisals and other valuations.
- Validation institutes following an explicit instruction from an NVM valuer in order to check valuation reports.
- Municipalities in order to determine property tax values.
- The Ministry of Infrastructure and Water Management, for research into the housing market.
- Universities, for research purposes.
- NVM estate agents for use in the services they provide to their clients.
- Other estate agents, banks, project developers and housing corporations, for research purposes (e.g. into the housing need in a certain region).

These parties only have access to data for the purposes referred to and, where possible, data will only be issued at an aggregated level.

## **Internal audits and surveys**

The NVM may access your data when it carries out surveys among its members to assess whether the rules are being complied with and when an NVM audit is carried out of an NVM member. The NVM will not use the data for anything else once it has been accessed.

If you would like to access, change or delete the data processed at the NVM/Brainbay, please contact the NVM via [privacyhelpdesk@nvm.nl](mailto:privacyhelpdesk@nvm.nl). The NVM will assess whether you are entitled to submit the request and then whether your request will be granted.