

# PRIVACY POLICY



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Whenever you use the services of Roompot Vakanties, we need to register some of your personal details. It is our policy to handle your personal data with the utmost care and transparency. This privacy policy is designed to inform you for what purposes and in what way your personal data are processed.

This privacy policy applies to all personal data that are processed whenever you make a booking through us, make use of our services, visit our website or communicate with us. This privacy policy was last amended on 06 June 2019 and supersedes all previous versions of this privacy statement.

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## **Who are we?**

Roompot Vakanties is committed to providing you with the perfect holiday. The following entities are responsible for the proper processing of your personal data:

1. Roompot Service B.V.
2. Roompot Recreatie Beheer B.V.

Both entities have their registered office in Goes at Schuiverweg 2 (4462 HK).

## **What data do we collect and why?**

Your personal data are primarily processed by us to provide you with a perfect holiday. We aim to build a lasting relationship with you as our customer, in order for us to continue to be of service to you in the future and provide you with offers based on your interests or past bookings.

## **When booking holiday accommodation**

Whenever you make a booking for one of the available accommodations offered by Roompot Vakanties, it is standard procedure to register the personal data you provide that are necessary to make the accommodation available to you. The accommodations are offered for rent by us, although some are also offered by our partners. This privacy statement will apply even in the event that you should make a booking through one of our partners. Once we have received your details, you will be sent a further reminder of the above, unless providing you with such a notification would require a disproportionate degree of effort on our behalf or the information is required to be kept confidential.

### *Booking details*

Booking details include information about the holiday you have booked through us, such as the type of accommodation, date of arrival, departure date, persons in your group and preferences. In order to process and confirm your booking, these data are registered in our booking system.

### *Name and address details*

Your name and address details are required for us to enter your booking in our booking system and to register your details in the compulsory night register, but also, for example, to be able to fulfil the tourist tax declaration requirement. If we are unable to provide you with certain information by email, that information will be sent to you by post to the address you have provided. Such information includes personalised Keycard information, which is sent to you prior to your stay in some cases. This allows you to check in quickly and at a time of your choosing.

### *Telephone number and email address*

Confirmations for bookings will be sent to the email address you have provided, alongside any interesting information about the park where you will be staying and its surroundings. Should we have any further questions for you shortly before your stay, we will contact you by phone.

### *Date of birth*

Bookings can only be made by persons above the age of 21. By providing your date of birth, we are able to verify whether you are authorised to make a booking.

### *Bank account number*

Payments for bookings can be made via our secure payment environment or via bank transfer.

A deposit will be charged for most accommodations. Your bank account number will be registered solely for the purpose of transferring the deposit back to you. We are not, nor shall we ever be, able to deduct an amount from your account.

If you wish to pay by credit card, your details are passed on to the financial institution that processes the payment. We will not have access to your credit card details, but will be able to see that you have paid by credit card.

#### *Rental agreement*

If you rent a holiday property from us for a long period of time, we will draw up a rental agreement which you must sign. The same applies if you wish to rent a plot from us on an annual basis.

#### *My Roompot*

After you have booked a holiday through us, you will be able to activate a personal 'My Roompot' account. Your 'My Roompot' account will allow you to access and change your own details and, in addition, will allow you to manage your holiday affairs up to one day before arrival. In order to create this account, we register the information you provided when making the booking. 'My Roompot' also allows you to review past bookings.

### **When purchasing insurance**

Roompot Vakanties offers customers the opportunity to purchase travel insurance and/or cancellation insurance for their stay. These products are offered in collaboration with Europeesche Verzekeringen. Since the insurance will ultimately be provided by Europeesche Verzekeringen, we pass your details on to them

### **Guest services**

The members of our guest services team are happy to assist you should you have any questions regarding your booking or your stay. We have various channels available for you to get in touch.

#### *Online contact*

If you get in touch with us using the contact form on the website, your title, name and contact details and your query or comment will be recorded. If you make an enquiry via Social Media or the online chat facility, your name, email address and the content of the conversation will be recorded. The same applies to any email messages that you send us. We need to register these data in order to communicate with you. In addition, doing so allows us to retrieve your details and answer any questions you may have more quickly and more efficiently.

#### *WhatsApp*

You can also contact us via WhatsApp. In order to communicate via WhatsApp, your phone number is registered. Your telephone number and question are used to provide an accurate answer. We may also use the content of the conversation for training purposes.

#### *By phone*

Telephone conversations may be recorded for quality control and training purposes. Prior to the telephone conversation, you will always be notified of the fact that the conversation may be recorded. The recordings are retained for a brief period and are subsequently deleted automatically.

If you contact our guest service team, you will be asked a number of control questions, which are designed to ensure that your information does not fall into the hands of a third party.

### **When making a complaint**

In the unlikely event that you need to make a complaint, please get in touch with our Quality department. In this event, we will record your name and the nature of your complaint, so we can deal with your complaint.

### **Marketing**

#### *Newsletters*

After you have made a booking with Roompot Vakanties or have subscribed to our newsletter via the website, we use your email address to be able to send you our (personalised) newsletters. These personalised newsletters are offers that relate to holidays that are similar to holidays that you have booked previously. Newsletters are sent out no more than twice a week. Whenever you receive one of our newsletters, we are able to see whether you have received the newsletter and whether you clicked a link in the newsletter.

We will ask you about your interests in relation to holidays. Naturally, you are not required to provide us with information regarding your interests. Using the interests you have provided and/or bookings you have made in the past, we ensure that targeted newsletters are only sent to you if they match your holiday needs. In this way, you do not receive an unnecessary number of email notifications. You can use the link in the newsletter to unsubscribe to the newsletter.

#### *Ads on other platforms*

We also use your email address to show you ads on Social Media that correspond to your interests. We can never see which ads are displayed to which individual or whether a Social Media account is linked to your email address. Please let us know if you do not wish to be shown personalised ads on Social Media.

If you visit the Roompot Vakanties website, please be aware that we use cookies to show you personalised ads on other websites. Please read our Cookie Policy for more information.

### **To send you feedback forms and invite you to take part in surveys**

#### *Feedback forms*

We are very interested to hear your experiences of the booking process and your subsequent stay. For that reason, you will be asked to take part in a survey after your booking has been processed, based on which we will be able to make improvements to the booking process. After your stay, you will receive a second request to complete a survey. Your review of your stay will be used internally to improve our services, anonymised in e-mail and advertisements and will only be posted on the Roompot review platform with your consent. This platform includes the various websites of the Roompot group and the website of the FeedbackCompany.

#### *Surveys*

As well as the feedback forms that you receive from us, we may invite you to take part in other surveys that relate to your stay. Clearly, you are not obliged to take part in these surveys. If you do so however, we will ask you about your past bookings and your experiences during

your stay at one of our parks, so we can guarantee the quality and representativeness of our surveys. We use the results of these surveys to improve our services.

### **Website use**

Our website will automatically store certain information of customers who use our website. This may be information regarding what URL you used to visit the website, what URL you subsequently clicked, what browser you are using, your IP address, as well as the date and time at which you accessed our website. We also collect data about the hardware, software and internet browser you use.

We use this information as part of the normal usage and management of our website and can release this information in groups. This process renders it impossible to trace the details back to a certain user. We are not interested in data that reveal the identity of a visitor to our site. Roompot Vakanties is, however, interested in information that reveals something about the use of our site, such as number of visitors, peak hours and which pages get the most traffic.

Roompot Vakanties uses cookies and other technologies on its website. We would kindly refer you to our Cookie Policy for more information in this regard.

### **Analyses for management information**

Finally, data such as the province and the country in which you reside, as well as the composition of your household, can be used to conduct analyses to obtain management information. Your data, however, will be fully anonymised and will not be able to be traced back to you.

### **During your stay at a Roompot Holiday Park**

During your stay at one of our parks, we may process additional data on you.

#### *Online supermarket*

You can order your shopping online before you start your holiday. To do this, you must log in using your booking number, postcode and house number. The items available at the holiday park where you will be staying will then be displayed. Your order will be saved with your booking and you will receive an email confirmation to this effect. You will be invoiced for your purchases after your stay at the email address that you have provided.

#### *CCTV*

In order to ensure the safety of our staff and guests and to protect the buildings on our parks, we have installed security cameras in a number of locations. All the cameras are readily visible. Click [here](#) for our camera surveillance protocol.

#### *Photos*

We may wish to take photos and/or videos of you or your children during activities that take place in our parks and to post these photos/videos on Social Media. We will always ask for your permission to do so in advance.

## **Data received from third parties**

Occasionally, we do not receive data from you directly, but rather from another party. For example, if you make a booking for one of our accommodations through one of our partners, this partner will pass on certain data about you to us. This allows us to register and process your booking. Questions or changes with regard to your booking or stay may also be passed on to us by our partners. Where reasonably possible, we will notify you of the receipt of such information.

All information we receive from third parties may be combined with information that has been provided by you.

## **On what basis do we process personal data?**

### *Required for the performance of a contract*

When processing your personal data, we act in compliance with the provisions of the General Data Protection Regulation. As such, there is always a basis that warrants the processing of your personal data. Your data are primarily processed in relation to the conclusion of a rental agreement. We need these data to execute the agreement between you and Roompot Vakanties. The same applies if you wish to take out insurance cover through us. If you do not provide us with the personal data required, you will not be able to make use of our services.

### *Legitimate interests*

Roompot Vakanties has a legitimate interest in processing your data to enable it to send you feedback forms and conduct research with a view to continuously improving our services. We process your personal data so we can send you our newsletters or display targeted ads for direct marketing purposes.

We process your data when you contact one of our employees, so we can deal with your queries, complaints or comments and give you an answer without delay. It also enables us to build a long-lasting relationship with you.

The cameras in our parks are required to guarantee the safety of our staff and our guests and to protect our premises.

### *Statutory obligations*

Furthermore, the processing of a number of your details is necessary in order for us to comply with a statutory obligation. For example, we are required by law to record your name, address and arrival/departure date in the night register.

### *Consent*

Should we require more details from you, we will always request your consent. E.g. to take and publish photos during events at one of our parks.

## **With whom do we share your personal data?**

We file the obligatory declaration of tourist tax based on the data that you have submitted. The municipality of the holiday park at which you stayed may wish to check this declaration. In that case, we are to grant the municipality access to several of your personal details. The demands of the municipality in question decide which details are accessed. Under no

circumstances will such access exceed your name, postal code, place of residence, date of birth, family composition, arrival date and departure date.

After you have made a booking, your details are passed on to the park where you will be staying, to allow the employees of the park to prepare to welcome you upon arrival. It may be that the park is operated by Roompot Vakanties, but the park may also be operated by a third party. In some cases these parks use our booking system, so they are jointly responsible with us for the processing of your personal data. We only, however, provide the personal data that are strictly necessary for the execution of the agreement. The same applies for cases where you book an accommodation through us that is offered by one of our partners.

We have outsourced the distribution and processing of the surveys to a professional third party. After you have made a booking, a limited amount of your personal data is passed on to this party to allow them to invite you to take part in a survey. Naturally, you are not obliged to take part. The survey that you have completed may be posted on the Roompot review platform with your consent. Reports are also shared with park managers and regional managers. These reports, however, do not contain any of your personal data.

We make use of the services of third parties, such as IT providers, for the management of our systems and the provision of services. We ensure that these third parties handle your personal data in an appropriate and diligent manner if and insofar as they have access to such data. We also use third-party services to guarantee safety in our parks.

Should you take out insurance cover via Roompot Vakanties, then the data necessary to take out the insurance cover are passed on to Europeesche Verzekeringen. This is the party with whom the insurance cover is ultimately taken out and who shall also assess any damage claims.

To enable targeted ads to be shown to you on Social Media, your email address may be shared with the relevant Social Media channel.

In the unlikely event that you should fail to pay any outstanding invoices on time, we will be forced to transfer the claim to a debt collection agency or to a bailiff. The personal data required to ensure the claim is collected are passed on to the debt collection agency or to the bailiff.

In some cases we are required by law to disclose personal details to third parties. The Tax Office, for example, may require us to disclose data that may be relevant for tax purposes.

Any data collected via cookies may be shared with the parties who have placed these cookies. Please read our Cookie Policy for more information.

### **How long do we keep your data?**

#### *Data that relates to our agreement with you*

We will anonymise any data on you which we process in our booking system 7 years after our relationship has ended at the latest. We regard our relationship as having ended if you have not made another booking with us in the following 7 years or if an agreement between you and Roompot Vakanties has been terminated by either party.

#### *Financial data*

We keep our financial records for 10 years. In other words, all your details and documents relating to financial transactions between you and Roompot Vakanties are kept for 10 years after your stay. This also includes details of any insurance that you have purchased.

#### *Data that we record during contacts*

Any contact with our guest services team via the chat facility will be deleted within fourteen days of the contact taking place, unless the content of the chat is crucial to your booking or potential future bookings.. Recorded telephone calls and WhatsApp conversations will be deleted within 3 months. We will keep emails that we have sent to you and emails and complaints that we have received from you for a maximum of 10 years.

#### *Reviews*

Any reviews that you may have posted on our websites will be retained for no longer than two years after the review was posted.

#### *Camera images*

We will keep camera images for a maximum of 7 days.

#### *Processing of data with your consent*

We will retain and process personal data which we process with your consent until such time as you withdraw your consent.

### **Where do we store your data?**

Your data are stored within Europe, with the exception of your name and email address, which are hosted in the United States and Canada. In order to ensure the smooth functioning of our CRM system, we use sub-processors in India, Canada, the United States, Australia, Japan and Singapore. These sub-processors act exclusively on the instructions of Roompot Vakanties and only when they have provided appropriate safeguards with regard to the technical and organisational security measures that they have put in place. Appropriate safeguards include binding corporate rules, approved standard data protection clauses and the EU-US Privacy Shield.

### **What are your rights?**

#### *The right of inspection and the right to rectification, restriction of processing and erasure*

In the event that your personal data are processed by Roompot Vakanties, you are entitled to receive a copy of the data that have been collected about you. You are also entitled to receive your data in a structured, commonly used and machine-readable format. Please direct any such requests to the following email address: [privacy@roompot.nl](mailto:privacy@roompot.nl). Or submit your request to us by post at Roompot, P.O. Box 6, 4460 AA Goes. Roompot will respond to your request within one month of receipt.

'My Roompot' also gives access to your personal data and allows you to make any corrections.

If the statement shows that your personal data are incorrect or incomplete or if, in your opinion, in consideration of the purpose of the registration, you feel that certain data should not be included in the Roompot Vakanties database, then you may request that Roompot amend, delete or restrict these data. In addition, you have the right to object to the processing of your data. Such requests can likewise be directed to the email or postal address listed above.

Should you request that we amend or delete information that is necessary for the execution of the agreement, this may result in your no longer being able to use our services.



#### *Right to withdraw consent*

If you have consented to the processing of your personal data, you have the right to withdraw that consent at all times. We will then cease to process the personal data that were processed based on your consent.

#### *Complaints*

If you have any complaints about the way in which your personal data are handled, please let us know by sending us an email ([privacy@roompot.nl](mailto:privacy@roompot.nl)) or contacting us by post (Roompot, P.O. Box 6, 4460 AA Goes). We will do our very best to address your complaint. You also are entitled to submit your complaint to the national supervisory authority, the Dutch Data Protection Authority.