

PRIVACYPOLICY

Nature.house

At Nature.house we respect your privacy and act carefully and confidentially regarding your personal data. In this document you will find more information about what data we collect and why we do this. We hereby comply with the Data protection General Regulation in force as of 25-05-2018. By using our website, you signify your acceptance of our privacy policy.

1. Operating data of Nature.house

Nature.house is an online portal on which holiday homes in the nature are rented out. In order to be able to approach you in a correct and personal manner in writing and to bring landlords and guests in contact with each other, we collect personal data and cookies on our portal. Below you will find the complete information regarding Nature.house:

Name: Natuurhuisje B.V.
Address: Takkebijsters 15A
4817 BL, Breda
Website: <https://www.nature.house>
E-mail: info@nature.house
Telephone: 0031 (0)85 888 3337
Chamber of Commerce number: 64627276
VAT number: NL855749957B01

2. Which data are processed on our portal and why?

Each time you use our platform, we collect personal information from you. This includes information that you provide yourself, such as names, e-mail addresses, postal addresses, telephone numbers, dates of birth and country, as well as data that is automatically generated based on your requirements, such as cookies and interests. We collect this data for various reasons:

- Because without several of these data, we can hardly carry our business activities;
- Because we can't serve you well without it;
- Because with this data, we can conduct better marketing;
- And because it allows us to provide a better user experience.

This basis for collecting personal data is also referred to as 'legitimate interest'. The purpose of this form of processing personal data is to make it possible for you to make use of the Nature.house platform. Think of renting a holiday home, receiving newsletters or offering a holiday home for rent.

Nature.house collects two types of data: personal data and anonymous data. Your identity can be traced on the basis of personal data. For example, first and last name, address details, age, telephone number and e-mail address. If you use our website www.nature.house, we use cookies and similar techniques. More information about the use of collected cookies can be found here: <https://www.nature.house/cookies>.

Nature.house collects and processes, among other things, the following (personal) data:

- First name and surname: in connection with the findability of a reservation, a correct salutation in the communication to the person concerned, the possibility of taking out cancellation insurance, and the possibility of transferring situations of non-payment to a collection agency.
- Date of birth: so that if the person concerned is under 18 years of age, he or she can be asked for parental consent.
- E-mail address: for sending a reservation confirmation, invoice or other email with the ability to pay or to send newsletters if the person concerned signed up himself.
- Address, postal code, town and country: in connection with sending written communications, the possibility to take out cancellation insurance and the possibility to cover situations of transfer of non-payment to a debt collection agency.
- Telephone number: in connection with being able to pass on ad hoc information, such as changes in reservations made.
- Surfing behavior on the website: to improve the user experience on the website, to optimize campaigns and personalized marketing expressions outside the website.

Without these data it is not possible to make a reservation for a holiday home, to subscribe to our newsletter, to create a website account or to rent your holiday home via Nature.house. The above personal details are requested at the time of making the reservation, subscribing to the newsletter, creating an account and registering as a lessor of a holiday home. As a result, the person concerned can reasonably expect that his/her personal data will also be used for these specific purposes. For example, if you make a booking for a house, we will share your personal details with the owner of the house in question, so that he can contact you regarding the booking. This also applies the other way around; the details of the landlord will appear on your booking confirmation, so that you can contact him/her in case of questions regarding the booking.

In order to communicate transparently about the collection of personal data, you will find our Privacy Policy wherever we collect your data online:

- Booking form
- Subscribing to the newsletter
- Creating a guest account
- Creating a landlord account / Landlord login page

Cookies, interests and other surfing behavior are stored for the entire time that you surf on www.nature.house

The data as mentioned above will be kept for a maximum of 7 years after receipt in case of making a booking. This period has been determined in connection with obligations towards insurers and the tax authorities. In any case, we will not retain any other stored data longer than necessary for the processing of the purposes for which they were collected.

3. Use of (personal) data recipients

Without your explicit permission Nature.house will not provide your (personal) data to third parties for marketing purposes. Nature.house can provide this information to third parties insofar as this is necessary for the provision of its services and / or insofar as this information cannot be traced back to you personally. For example, the data will be provided to persons/authorities that are entitled to obtain these data or to gain access to these data. Nature.house is also obliged to share your data with third parties if it is obliged to do so on the basis of statutory provisions. Think of the consequences of a lawsuit and/or when Nature.house deems this necessary to protect its own rights.

In order to properly conduct our business activities, we share certain stored personal information with your consent with third parties with whom we have entered into a processor agreement to ensure that your information is handled confidentially:

- Facebook: Search and booking behavior, name and email address of website visitors are stored and shared with Facebook.
- Golden Value: Name, address, postal code, city, date of birth, telephone number, e-mail address and social media profile pages of customers are stored and shared with Golden Value at the same time. This data is sent encrypted in a secure database.
- Belvilla: Name, address, postal code, city, date of birth, telephone number and e-mail address of bookings for Belvilla cottages are shared with our partner Belvilla, to ensure a correct and personal handling of bookings for these cottages.
- TradeTracker: The booking behavior of guests (people who book a nature house) is stored and shared with TradeTracker and affiliate parties. Personal data will not be shared with TradeTracker.
- Vocalcom: Name, address, postal code, city, date of birth, telephone number, e-mail address and social media profile pages of customers are stored and shared with Vocalcom, so that they can provide us with a customer contact software which contains booking data. Sharing of data is done through a secure API link.
- Mailchimp: Name, e-mail address, subscription page and subscription time for the newsletter are shared with Mailchimp to be able to regularly send newsletters to subscribers on the basis of these data.
- Google: Website and search behavior of website visitors of Nature.house, as well as associated cookies, are shared with Google. We're doing this to provide you with a pleasant

website experience. More information about storing your cookies can be found at <https://www.nature.house/cookies>.

- reCAPTCHA: This website is protected by reCAPTCHA and its [privacy policy](#) and the Google's [general terms and conditions](#) apply.
- Hotjar: Name, e-mail address and country are stored in this program when using the pop-up on the website subscribe to the newsletter of Nature.house.

4. How does Nature.house protect your personal information?

Nature.house takes appropriate technical and organizational measures at all times to protect your (personal) data against loss or any form of unlawful processing. Your data will always be protected and treated confidentially in the best possible way. We use encryption technologies that are recognized as common standards within the IT sector. All systems in which (sensitive) personal data is processed are equipped with an anti-virus software and the latest security related patches of all other important software, as issued by the suppliers of this software.

A secure connection is used on all pages, including the pages where personal data is provided. This also applies to e-mails in which personal data is sent. Passwords are always stored in encrypted form. We store as little guest data as possible and ensure that our database does not contain any particularly sensitive personal data, unless it cannot be done otherwise.

5. What are your rights with regard to the processing of personal data?

As a user of our platform you have various rights regarding the personal data collected by Nature.house:

- Right of inspection: if you want an overview of the personal data that we have stored about you, we are obliged to provide this data to you. For inspection of your stored data you can contact us in writing via our postal or email address. Do not forget to send us a copy of a valid proof of identity. The right of inspection is related to the right to data portability. This means that you can request the information we have stored about you (digitally and in writing) and, if you wish, you can easily pass this information on to another party.
- Right of correction and deletion: if you wish to change or delete the data we have stored about you, we are obliged to comply with this. You can also contact us in writing via our postal or e-mail address for the correction and/or removal of your stored data. Do not forget to send us a copy of a valid identification document. Nature.house will inform third parties of changed and / or deleted personal data. Nature.house does not have to comply with this if this is impossible or if it requires a disproportionate effort.

As a user of our website, you have the right to object at any time to the processing of your personal data on our website. If desired by the data subject, Nature.house shall discontinue the processing of his/her personal data, unless Nature.house invokes compelling legitimate grounds for processing that outweigh the interests, rights and freedoms of the data subject or that are related to the institution, exercise or substantiation of a legal claim. If you wish to submit a complaint about our privacy policy, you can contact Nature.house or the Consumer & Market Authority (ACM). The ACM has a separate information desk for consumers: ConsuWijzer, reachable by telephone at 088-07070. The other contact details of the ACM can be found at <https://www.acm.nl/nl/contact>

6. Changes

We may change this privacy policy at any time, and we recommend that you visit this page from time to time so that you are aware of how we collect personal information. Any changes will be posted here, and you will be notified by email. This privacy policy was last updated on Wednesday 16 May 2018.

7. Contact

For any questions and / or comments related to the privacy policy of Nature.house you can contact us. This is possible in the following ways:

- By e-mail: info@nature.house
- By telephone: 0031 (0)85 888 3337 or 0032 (0)78 481 110
- By post: Takkebijsters 15A, 4817 BL, Breda, The Netherlands

Made in Breda, 16-05-2018