

# Privacy Statement

## Amstel Property Agency

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### Privacy Statement

Personal information is saved whenever you use Amstel Property Agency's services or give Amstel Property Agency explicit permission to do so. Personal information is saved by:

Company owner and Managing Director:	Ciara Dunne
Company:	Amstel Property Agency
Address:	Herengracht 282 1016 BX Amsterdam Nederland
E-mail:	info@amstel-property.com
Phone number:	+31 (0) 20 5616311
CoC number:	34275484

Amstel Property Agency is responsible for following the regulations as laid down by the GDPR (General Data Protection Regulation), by keeping and maintaining a customer administration containing customer personal information. Amstel Property Agency also holds an administration for analysis and marketing purposes. Amstel Property Agency is responsible for processing personal information in order to be able to provide her services. The website of Amstel Property Agency [www.amstel-property.com](http://www.amstel-property.com) forms a part of this.

Amstel Property Agency collects and processes personal information for her customer administration, for servicing her agreements concerning the sale, letting, lease or purchase of a residential property, for collecting debts, for customer service, for the website and to fulfill her statutory obligations.

The personal information stored by Amstel Property Agency is required by Amstel Property Agency for carrying out the services which she provides. Without providing this information it is not possible for Amstel Property Agency to fulfill her contractual obligations.

Amstel Property Agency treats your personal information with the utmost care and does everything possible to keep the storage of your personal information secure. Any data leaks will be reported to the Autoriteit Persoonsgegevens and to those concerned whose personal information is in danger of becoming misused. In case of a data leak Amstel Property Agency will always take measures to ensure that the website and digital storage archives are secured.

If you believe that your personal information has been misappropriated or has been collected and saved without a proper reason, and it is not possible for you to have your personal information removed despite repeated requests, you can always submit a complaint to the Autoriteit Persoonsgegevens.

Amstel Property Agency stores the following personal information:

**1. For the sale or letting of your residential property:**

- your name, address, postcode, place of residence, phone number and e-mail address, bank account details, passport- or ID-number, date of birth
- property listing date, the description and characteristics of the property such as the selling or rental price, the year of construction, the sizes and interior division, land registry information and the economic value as determined by the municipality (WOZ value)
- photos and videos of the property
- when the property is sold or rented: the transaction details such as the selling or rental price and the transaction date.

**2. For purchasing or renting a property:**

- your name, address, postcode, place of residence, phone number and e-mail address
- your search profile in which your requirements are saved
- your family arrangement and income category
- when you decide to rent a property: your passport- or ID number, details regarding your income and your residential permit number if required
- when you decide to purchase a property: your passport- or ID number and your income category
- when you have purchased or rented a property: the transaction details such as the selling or rental price and the transaction date
- details about the property which you have purchased or rented such as the address, characteristics of the property, the selling or rental price and the transaction date

**3. for the payment and processing of invoices:** your name, address postcode and place of residence;

**4. for requesting or offering a non-binding proposal:** your name, e-mail address and/or phone number;

**5. for processing complaints and answering questions:** your name, e-mail address and/or phone number;

Personal information will not be stored any longer than is necessary and you have the right at all times to check which information is being stored or to change or remove the information which has been collected and stored. Viewing, changing or removing information (under which the right to be forgotten is included) is possible by submitting a direct request to [info@amstel-property.com](mailto:info@amstel-property.com).

Your personal information will be removed in the following cases:

- 1) **When an agreement has been reached:** 5 years after the termination of the agreement in respect of possible new agreements, unless you have given explicit permission to store the information for a longer period or if the information must be saved for a longer period in order to satisfy statutory regulations;
- 2) **For the payment and processing of invoices:** 7 years after the payment of the invoices concerned, in order to satisfy the regulations as laid down by the tax authorities;
- 3) **For requesting or offering a non-binding proposal:** 60 days after sending a non-binding proposal
- 4) **for processing complaints and answering questions:** after solving the complaint satisfactorily.

For carrying out her side of the agreement Amstel Property Agency can use the services of a number of external parties who can be given access to your personal information. In every case they will only store the information for as long as they need in order to carry out their assignment. In no case will your personal information be used for other purposes than for the services provided by Amstel Property Agency, unless explicit permission has been requested from those concerned. For the sharing of personal information with external parties Processing Agreements are applicable.

Questions and complaints are handled by phone or post or by e-mail by Amstel Property Agency.

Finally, Amstel Property Agency has made Processing Agreements with external parties for legal services and for debt collection. If you need more information regarding the processing of your personal information with external parties, you can always contact us through [info@amstel-property.com](mailto:info@amstel-property.com)

Amstel Property Agency is permitted to draw up a black list with the personal information of individuals who have harmed the integrity of Amstel Property Agency. The black list will be kept for an indefinite period and is only visible for just a very select group of employees of Amstel Property Agency. Clients who have refused to fulfill their financial obligations despite repeated requests to do so, will be placed on the black list.