

# Privacy Statement

## **Privacy Stuyver Makelaardij o.g. BV**

We are as a company member of the NVM and all our brokers and appraisers are as a person affiliated to the NVM. To do our job properly and meet the obligations arising from legislation and regulations and the NVM we ask you for personal information. This privacy statement explains how people deal with your data. Everywhere in this statement 'estate agent' state, means our office. This statement also explains what information is provided to NVM NVM and what does this data.

### **You will use the services of estate agent / appraiser?**

You can be in contact at one or more ways with the estate agent / appraiser.

### **In Rooms:**

*You want to sell your residential property, rent it or have it valued and, you have given instructions to the NVM estate agent/valuer:*

- *You want to sell your residential property. See 1.*
- *You want to rent your residential property. See 2.*
- *You want to have a residential property valued. See 9.*

*You want to buy or rent a residential property and you have given instructions to the NVM estate agent:*

- *You want to buy a residential property. See 3.*
- *You want to rent a residential property. See 4.*

*If you are looking for a residential property and you have not given instructions to the NVM estate agent for this, the following situations are possible:*

- *You want to be kept informed of the properties listed via the NVM estate agent without obligation. See 8*
- *You want to own your own broker or visit ownership or rental offered by the estate agent. See 5.*
- *You want to own or through your own broker to buy a property that is offered through the estate agent. See 6.*
- *You want to own or through your own broker to rent a house that is offered by the estate agent. See 7.*

### **In commercial buildings, agriculture and real estate:**

*You want to sell your commercial or agricultural property, rent or let value and shall also instruct the estate agent / appraiser:*

- *You want to sell your commercial or agricultural property. See 10.*
- *You want to rent your commercial or agricultural property. See 11.*
- *You want to value a commercial or agricultural property. See 9.*

*You want to buy or rent a commercial or agricultural property and shall also instruct the estate agent:*

- *You want to buy a commercial or agricultural property. See 12.*
- *You want to rent a commercial or agricultural property. See 13.*

*If you are looking for a commercial or agricultural property and you have not previously the estate agent through a command mode, the following situations are possible:*

- *You want to be free of obligation kept informed of the offer by the estate agent. See 8.*
- *You want to own your own broker or a commercial or agricultural property for sale or rent see what is offered by the estate agent. See 5.*
- *You want to own or through your own broker to buy a commercial or agricultural property which is offered through the estate agent. See 14.*
- *You want to own or through your own broker to rent a commercial or agricultural property which is offered through the estate agent. See 15.*

### **Treatment Responsible**

for all these operations is Stuyver Brokerage controller. The contact details are:

Stuyver Makelaardij og BV

Chamber of Commerce number 27182765

van Hoytemastraat 88, 2596 ET The Hague

info@stuyver.nl

### **Data transmission to the NVM**

With some services are also provided data on the NVM. The NVM do the following with this information:

- ensures that all NVM estate agents have up-to-date listings of residential properties, commercial premises and agricultural holdings that are listed via NVM estate agents.
- ensures that current listings are published on funda and other (property) websites.
- creates a database that can be used to create valuation reports, and to spot trends in the residential housing market, commercial real estate market and agricultural holdings market. The data in this database is kept for an indefinite period of time.

[Read what NVM does with the information provided.](#)

NVM is a controller for these data. The contact details are:

NVM

Commercial 30102683

PO Box 2222

3430 DC Nieuwegein

cv@nvm.nl

NVM has a data protection official. This is accessible via fg@nvm.nl.

### **We take your privacy seriously**

The estate agent and the NVM take your privacy very seriously and see the rules concerning data protection as a good and logical development measure. The estate agent will process your data carefully and in accordance with the requirements of the legislation. The estate agent pays great attention to adequate security so your data is protected from unauthorized use, unauthorized access, alteration and unlawful destruction. All NVM brokers continue to invest in providing good services. Part of this is the NVM-wide privacy program. If you have questions, do not hesitate to contact the estate agent.

### **Consult, modify or delete data**

Want to know what information the estate agent for you, please send a letter or e-mail your request to the broker.

NVM use any names or other identifying data immediately. If you want to know which processes data NVM, please also contact the estate agent which then allows you updated.

If you want to change or erase the data, send a motivation letter or email to the estate agent. Your request will be granted as quickly as possible, unless required by law to retain the data, or if there are (other) compelling reasons to resist change or deletion.

### **How can you complain?**

If you have questions or if you have a complaint about the data usage of the estate agent, please contact the estate agent. If you do not come with the estate agent, you can contact the complaints coordinator of the NVM by: [secretariaatCL@nvm.nl](mailto:secretariaatCL@nvm.nl). In that situation will NVM Officer Computing examine the complaint. You also have the right to file a complaint with the Authority for Personal Data.

### **How long does the estate agent the data?**

The estate agent stores the information longer than necessary. Some data, however, retain the estate agent lengthy:

- Some details of the service keeps the estate agent for 20 years, since the estate agent can be held responsible during this period for professional misconduct.
- The burden of proof that the estate agent the compulsory test under the Act on Prevention of Money Laundering and Financing of Terrorism (Wwft) has carried out the estate agent saves five years.

### **1. You sell your home and you do the estate agent on**

The purpose of this contact is to head commissioned to make promotion for your home, understand the value of and interest in your property, interested and negotiate on your behalf and guide the transaction. In addition, the estate agent shall also establish your identity. The following data can be processed:

data	Data-sharing possible with	Length of time that the NVM estate agent retains personal data
Your name, address and other contact information such as your phone number and email address.	b	20 years
The reason for selling, for example, larger living or change of job.	none	3 years
The date when the residential property came onto the market and how long the residential property has been for sale.	a	20 years
The description and characteristics of the residential property such as the asking price, the year of construction, the surface areas and layout, data held with the Land Registry, municipality-assessed value of the property for the purpose of calculating local property tax, as well as photos and videos of the residential property. If this has been agreed with the NVM estate agent, the above information will be published on funda, other property websites and on the website of the NVM estate agent. This reason for doing this is to promote your residential property and is shown there up to 1 year after the transaction.	a	20 years
The reason for possible cancellation of the estate agency agreement.	none	3 years
Data required if a statutory check is necessary within the legislative framework of the Money Laundering and Financing of Terrorism Act (Wwft).	c	5 years

Information necessary to draft the purchase agreement, including establishing your identity.	b	20 years
When the property is sold, the transaction data such as price and transaction date.	a	20 years
Other information you provide to the estate agent.	no	3 years

	Recipients of data
a	NVM (data is retained indefinitely)
b	Notary, buyer, real estate agent
c	FIU (Financial Intelligence Unit - Netherlands)

## 2. You rent your home and you do the estate agent on

The purpose of this contact is to head commissioned to make promotion for your home, interested, to understand the reliability of the potential tenant and you establish a good lease. In addition, the estate agent shall also establish your identity. The following data can be processed:

data	Data-sharing possible with	Length of time that the NVM estate agent retains personal data
Your name, address and contact details such as your telephone number and e-mail address.	a	20 years
The reason for renting.	none	3 years
The description and characteristics of the residential property such as the amount of rent, the year of construction, the surface areas and layout, information held with the Land Registry, as well as photos and videos of the residential property.  If this has been agreed with the NVM estate agent, the above information will be published on funda, other property websites and on the website of the NVM estate agent. This reason for doing this is to promote your residential property and is shown there up to 1 year after the transaction.	none	20 years
The requirements you need the tenant to meet.	a	20 years
Data necessary to draw up the rental contract, including verification of your identity.	a	20 years
Other information that you provide to the NVM estate agent.	none	3 years

	Data recipients
a	Tenant

## 3. You're looking for an apartment and you do the estate agent on

The purpose of this contact is commissioned by a suitable home for you to find on your behalf to carry out the negotiations and to support the transaction. In addition, the estate agent shall also establish your identity. The following data can be processed:

data	Data-sharing possible with	Length of time that the NVM estate agent retains personal data
Your name, address and contact information such as your phone number and email address.	a	20 years

The search profile that your wishes are recorded.	no	3 years
Information about your current home as the purchase and rent. The reason for sale, such as higher living or change of job.	no	3 years
Your age and income group and family composition.	no	3 years
If you agreed with, data to determine your financing.	no	3 years
Data required if a statutory check is necessary within the legislative framework of the Money Laundering and Financing of Terrorism Act (Wwft).	b	5 years
Data necessary to draw up the conveyancing contract, including verification of your identity.	c	20 years
Once the residential property has been sold: the transaction details such as the sales price and the transaction date.	none	20 years
Other information that you provide to the NVM estate agent.	none	3 years

	Data recipients
a	Seller, seller's estate agent
b	FIU (Financial Intelligence Unit - the Netherlands), the seller's estate agent
c	Notary, seller, the seller's estate agent

#### 4. You're looking for an apartment and you do the estate agent on

The purpose of this contact is to find a suitable apartment in behalf of you with an appropriate contract. In addition, the estate agent shall also establish your identity. The following data can be processed:

data	Data-sharing possible with	Length of time that the NVM estate agent retains personal data
Your name, address and contact information such as your phone number and email address.	a	20 years
The search profile that your wishes are recorded.	no	3 years
Information about your current home as the purchase and rent. The reason for rent, for example, larger living or change of job.	no	3 years
Your age and income group and family composition.	no	3 years
If you agreed with, data to determine your ability to pay rent.	no	3 years
Data needed if the landlord requires a tenant key (eg NVM Home key). This key is a legitimate interest of the landlord.	a	3 years
Data needed to draw up the contract, including establishing your identity.	a	20 years
Other information you provide to the estate agent.	no	3 years

	Recipients of data
a	Landlord, the landlord's estate agent

#### 5. You want a sales or rental, visit a commercial or agricultural property to or offered through the estate agent

This makes contact the estate agent appointment agreement, the estate agent will give you a good idea of the home, commercial or agricultural property and places the estate agent determine what your opinion is of this property. The following data can be processed:

data	Data-sharing possible with	Length of time that the NVM estate agent retains personal data
Your name, address and contact information such as your phone number and email address.	a	1 year
Date of visit and your opinion about the home, commercial or agricultural property.	a	1 year
Other information you provide to the estate agent.	a	1 year

	Recipients of data
a	Seller or lessor of property

### 6. You want to buy a property that is offered through the estate agent

for this contact the estate agent with you and possibly contact your broker in connection with the bidding process. Thereafter, the NVM agent carries out the preparatory activities for the contract and the transfer. In this contact, the estate agent also your identity. The following data can be processed:

data	Data-sharing possible with	Length of time that the NVM estate agent retains personal data
Your name, address and contact information such as your phone number and email address.	b	20 years
Your comments about the property.	b	3 years
Data on the bids.	b	3 years
Data necessary as a legal test should be carried out under the Act on Prevention of Money Laundering and Financing of Terrorism (Wwft).	d	5 years
If agreed with the vendor data to determine your ability to pay the purchase price or to comply with other requirements of the seller. This is a legitimate interest of the seller.	b	3 years
Information necessary to draft the purchase agreement, including establishing your identity.	c	20 years
When the property is sold, the transaction data such as price and transaction date and ZIP code (1234AB) the previous residence of the buyer.	a	3 years
Other information you provide to the estate agent.	b	3 years

	Recipients of data
a	NVM (the data is retained indefinitely)
b	Seller
c	Notary, buyer, real estate agent
d	FIU (Financial Intelligence Unit - Netherlands)

### 7. You want to rent a property that is offered through the estate agent

The purpose of this contact is to determine whether you meet the requirements of the landlord and to prepare the lease on behalf of the landlord. The following data can be processed:

data	Data-sharing possible with	Length of time that the NVM estate agent retains personal data
Your name, address and contact information such as your phone number and email address.	a	20 years
Your age and income group and family composition.	a	3 years
Data to determine that you meet the requirements of the landlord. This is a legitimate interest of the landlord. For example, this determination can be done by NVM Residential key.	a	5 years
Data needed as a test should be conducted under the Act on Prevention of Money Laundering and Financing of Terrorism (Wwft).	b	5 years
Data needed to draw up the contract, including establishing your identity.	a	20 years
Other information you provide to your estate agent.	a	3 years

	Recipients of data
a	Owner
b	FIU (Financial Intelligence Unit - Netherlands)

#### **8.U obligation would be kept informed of the offer by the estate agent**

The purpose of this contact is that the estate agent inform you of potentially bring you interesting residential, commercial or agricultural property. This happens until the moment you indicate no need to have more of this service. The following data can be processed:

data	Data-sharing possible with	Length of time that the NVM estate agent retains personal data
Your name, address and contact information such as your phone number and email address.	no	Withdrawal of consent
The search profile that your wishes are recorded. Based on the search profile a range can be constructed.	no	Withdrawal of consent
Other information you provide to the estate agent.	no	Withdrawal of consent

#### **9. You want to perform a valuation of a property, commercial or agricultural property and you do the estate agent / appraiser engaged**

The purpose of this contact is that the estate agent / appraiser for your home, business or agricultural property, a valuation performing. The following data can be processed:

data	Data-sharing possible with	Length of time that the NVM estate agent retains personal data
Your name, address and contact information such as your phone number and email address.	a	20 years
Details of your home, business or agricultural property to determine its value.	a	20 years
Other information you provide to your estate agent / appraiser.	no	20 years

	Recipients of data
a	Validation institute estimates.

#### 10.If desired sell your premises and you do the estate agent on

The purpose of this contact is commissioned to make promotion for your commercial or agricultural property, understand the value of and interest in your property, interested to lead and negotiate on your behalf and guide the transaction. In addition, the estate agent shall also establish your identity. The following data can be processed:

data	Data-sharing possible with	Length of time that the NVM estate agent retains personal data
Your name, company name, address and other contact information such as your phone number and email address.	b	20 years
The reason for selling.	no	3 years
The date of registration of the property and the period that the property sale is or was.	a	20 years
The description and characteristics of the property such as the asking price, year of construction, the surfaces and layout, cadastral data, photos and videos of the property.  If the estate agent has agreed to be above data published on foundations, and other real estate sites on the estate agent's website. This is done to promote your business premises and there are shown up to one year after the transaction.	a	20 years
The reason for a possible withdrawal from the mediation contract.	no	3 years
Data necessary as a legal test should be carried out under the Act on Prevention of Money Laundering and Financing of Terrorism (Wwft). It also establishes the identities of the end (Ultimate Beneficial Owners) and recorded.	c	5 years
Information necessary to draft the purchase agreement, including establishing your identity.	b	20 years
When the property is sold, the transaction data such as price and transaction date.	a	20 years
Other information you provide to your estate agent.	no	3 years

	Recipients of data
a	NVM (the data is retained indefinitely)
b	Notary, buyer, real estate agent
c	FIU (Financial Intelligence Unit - Netherlands)

#### 11.U rent your premises and you do the estate agent on

The purpose of this contact is to you on behalf of promotion for your office, interested to head, to understand the reliability of the potential tenant and you establish a good lease. In addition, the estate agent shall also establish your identity. The following data can be processed:

data	Data-sharing possible with	Length of time that the NVM estate agent retains personal data
Your name, organization name, address and contact information such as your phone number and email address.	a	20 years
The reason for rentals.	no	3 years

The description and characteristics of the property such as the amount of rent, the year of construction, the surface areas and layout, information held with the Land Registry, as well as photos and videos of the property. In consultation with you, this data will also be published on selected property websites for promoting the property.	none	20 years
The requirements you need the tenant to meet.	a	20 years
Data required to draw up the rental contract, including verifying the identity of the person who is authorised to sign.	a	20 years
Other information that you provide to your NVM estate agent.	none	3 years

	Data recipients
a	Tenant

### 12.U are looking for an office to buy and you do the estate agent on

The purpose of this contact is commissioned you for you to find a suitable commercial or agricultural property, on your behalf negotiations implement and supervise the transaction. In addition, the estate agent shall also establish your identity. The following data can be processed:

data	Data-sharing possible with	Length of time that the NVM estate agent retains personal data
Your name, organization name, address and contact information such as your phone number and email address.	c	20 years
The search profile which your housing needs are included.	no	3 years
Information about your current housing such as the sale and rent. The reason for sale.	no	3 years
Your requirements for housing.	c	3 years
If you agreed with, data to determine your financing.	no	3 years
Data necessary as a legal test should be carried out under the Act on Prevention of Money Laundering and Financing of Terrorism (Wwft). Here, the identities of the beneficial (Ultimate Beneficial Owners) determined and recorded.	b	5 years
Data needed to draw up the purchase contract, including the identity determination of the authorized signatory. These data are also provided to the selling broker and notary.	d	20 years
If the premises is sold, the transaction data such as price and transaction date.	no	20 years
Other information you provide to your estate agent.	no	3 years

	Recipients of data
a	NVM (the data is retained indefinitely)
b	FIU (Financial Intelligence Unit - Netherlands)
c	Salesman and sales broker
d	Notary, seller, selling broker

### 13.U are looking for a rental property (premises) and you do the estate agent on

The purpose of this contact is commissioned to find suitable premises with an appropriate contract. In addition, the estate agent shall also establish your identity. The following data can be processed:



data	Data-sharing possible with	Length of time that the NVM estate agent retains personal data
Your name, organization name, address and contact information such as your phone number and email address.	a	20 years
The search profile which your housing needs are included.	no	3 years
Information about your current housing such as the sale and rent.	no	3 years
Your requirements for housing.	a	3 years
If you agreed with, data to determine your ability to pay rent.	no	3 years
Data that is required if the landlord requires a tenant check (NVM Commercialtoets). This check is in the legitimate interests of the landlord.	a	3 years
Data required to draw up the rental contract, including verifying the identity of the person who is authorised to sign.	a	20 years
Other information that you provide to the NVM estate agent	none	3 years

	Data recipients
a	Landlord, the landlord's estate agent

#### 14. You want to buy an office building which is offered through the estate agent

you want to buy a commercial property which is offered through the estate agent. For this contact the estate agent with you and possibly contact your broker in connection with the bidding process. Thereafter, the NVM agent carries out the preparatory activities for the contract and the transfer. In this contact, the estate agent also your identity. The following data can be processed:

data	Data-sharing possible with	Length of time that the NVM estate agent retains personal data
Your name, organization name, address and contact information such as your phone number and email address.	b	20 years
Your opinion about offered property.	b	3 years
Data on the bids.	b	3 years
Data necessary as a legal test should be carried out under the Act on Prevention of Money Laundering and Financing of Terrorism (Wwft). Here, the identities of the beneficial (Ultimate Beneficial Owners) determined and recorded.	d	5 years
If agreed with the vendor data to determine your ability to pay the purchase price or to comply with other requirements of the seller. This is a legitimate interest of the seller.	b	3 years
Data needed to draw up the purchase contract, including the identity determination of the authorized signatory.	c	20 years
When the property is sold, the transaction data such as price and transaction date and ZIP code (1234AB) of the last housing address of the purchaser.	a	3 years
Other information you provide to the estate agent.	b	3 years

	Recipients of data
a	NVM (the data is retained indefinitely)
b	Seller

c	Notary, buyer, real estate agent
d	FIU (Financial Intelligence Unit - Netherlands)

### 15.U to rent a premises offered by the estate agent

you want to rent a premises offered by the estate agent. The purpose of this contact is to determine whether you meet the requirements of the landlord and to prepare the lease on behalf of the landlord. The following data can be processed:

data	Data-sharing possible with	Length of time that the NVM estate agent retains personal data
Your name, address and contact information such as your phone number and email address.	a	20 years
Your requirements for housing.	a	3 years
Data to determine that you meet the requirements of the landlord. This is a legitimate interest of the landlord. For example, this determination is by the NVM Business Press.	a	5 years
Data needed to draw up the lease, including the identity determination of the authorized signatory.	a	20 years
Other information you provide to the estate agent.	a	3 years

	Recipients of data	Role
a	Owner	Responsible
b	FIU (Financial Intelligence Unit - Netherlands)	Responsible

### Data usage by the NVM

provide the estate agent through a link certain information to the NVM. NVM is the received data processors responsible. The NVM do the following with this information:

1. Ensure all NVM brokers have a current range of residential, commercial and agricultural property which or which are or will be offered through NVM brokers.
2. Ensure that the current range is set on foundations and other (houses) websites.
3. Provide a database through which appraisals and other value determinations and insights can be built up on the developments in the housing market, commercial real estate market and the agricultural property.

### A Current supply houses, business premises in NVM brokers

If you want to sell a home, business premises through an estate agent will be announced the following information to other NVM estate agents:

- The address of the residential property, the commercial premises or the agricultural holdings, the description and characteristics of the property such as the asking price, the year of construction, the surface areas and layout, data held with the Land Registry, municipality-assessed value of the property for the purpose of calculating local property tax and photographs of the property.
- Date when the property came onto the market, date when the property was taken off the market. Sale subject to change, sale date and transaction price.

These data are used by NVM estate agents for the services they provide to their customers (people who are searching for a residential property, commercial premises or agricultural holdings). This data is stored indefinitely in connection with the database on which historical listings are saved; see under C.

### B Actual offer residential, commercial at (houses) websites, including foundations

If you want to sell a house, an office building through an estate agent will be after consultation with also data published by foundations and other (houses) websites. This involves the following:

- The address of the home, commercial or agricultural property, the definition and characteristics of the object as the asking price, year of construction, the surfaces and layout, cadastral data, real-property value and photos of the object.
- Date that the object comes on the market of sale.

With this information, your object brought to the attention of consumers, professionals and / or third parties find themselves on (home) websites. You enter through your estate agent permission or not to do so.

This data may up to one year after the purchase date or the date a home, business or agricultural real estate market is taken are still visible on these websites.

### **C database with historical demand**

of all residential, commercial and agricultural property sold through an estate agent, the following information is recorded in the NVM database:

- The address of the home, commercial or agricultural property, the definition and characteristics of the object as the asking price, year of construction, the surfaces and layout, cadastral data, real-property value and photos of the object.
- Date that the object reaches the market, the date of the market object is removed. Sale subject, date of sale and transaction price.
- Postcode (1234AB) from the previous (home) address of the buyer.

The above information is stored indefinitely.

With the aforementioned data enables NVM analyzes of the housing as possible. The NVM provides this information to selected third parties, namely:

- Appraisers, for doing appraisals and other valuations.
- Validation institutes, to check valuations.
- Municipalities, for the determination of real-property values.
- The Ministry of Infrastructure and Water, for research into the housing market.
- Universities, for research purposes.
- NVM estate agents in the context of service to their customers.
- Not NVM brokers, banks, property developers and housing, for research purposes (eg. Housing demand in a particular region).

These parties only have access to data for the stated purposes and, where possible, data is provided only on an aggregate level.

### **Consult, modify or delete data**

Want to consult the data processed at NVM, modify or remove contact with the estate agent who supervised the sale of the home or business premises.