

Corporate Housing Living - Privacy Statement

Corporate Housing Living BV assists individuals and employees of companies and other organizations who move to the Netherlands. In doing so, it processes personal data. Corporate Housing Living BV processes personal data with due care and in accordance with the law. This means that your personal information will be kept confidential and will only be used for communications you request related to the services provided by Corporate Housing Living BV. We would like to provide the following information about this.

1. Data Controller

The data controller who is responsible for the processing of personal data is Corporate Housing Living BV, Gustav Mahlerlaan 50B, 1082 ME Amsterdam, The Netherlands, registered in the trade register with number 70895082.

2. The purpose and legal basis of the data processing

We process your personal data in various situations. Our starting point is that we do not process more data than is required.

The legal basis for the processing is that the processing is necessary for the performance or the entering into a contract between us/our partners and you, for the compliance with legal obligations and for the representation of legitimate interests of Corporate Housing Living BV and the users of our services. These legitimate interests include the ability for us to offer our services and the ability for expats and their employers to use them.

We process personal data for the following, but not limited main purposes:

- Home search and entering into lease agreements;
- Arranging services and facilities such as utilities, internet, cleaning services, general;
- Providing service updates and information;
- The handling of complaints and disputes;
- Obtaining feedback about our services;
- To better understand the needs of our online visitors and online users and to tailor our services accordingly.
- We carry out a financial and creditworthiness test to check whether online users are able to rent a property.
- We verify the identity of online users. We use various personal data for this purpose, including a copy of their passport or identity card. Upon delivery of a property we check whether the tenant is really the person on the passport photo or on the identity card.
- To safeguard and protect our business operations and to identify and help minimize or prevent fraud, unauthorized activities, claims and other liabilities.

3. What personal data do we process

We process the following personal data:

Visiting our website:

- Your click behavior and other marketing data for which you gave permission via the cookie banner.
- Data about your device

If you register as interested in renting a property with Corporate Housing Living:

- username and password;
- first and last name;
- gender;
- e-mail address;
- your rental preferences /criteria;
- the rental properties you save or for which you register;
- your language preference.

If you request a viewing, we may need the following information from you and your partner/co tenant in addition to the information already provided above:

- address;
- full first names;
- telephone number;
- date of birth;
- family composition and marital status;
- financial data;
- work situation;
- sector in which you work;
- current living situation;
- identification type and document number
- the period for which you want to rent the property.

If you take an option on a rental property and/or rent a property, we may process, in addition to the above information, the following information about you and any partner/co-tenant:

- copy of your identity document including its number (excluding Social Security number - in Dutch: BSN-nummer);
- employer's statement and copy of the employment contract;
- payment details;
- data relating to income, assets and debts;
- other documents necessary to determine your suitability as a tenant;
- results of various (legally required) examinations, such as credit check and KYC (Know your customer);
- contract terms and tenancy start date.

We generally obtain your personal data directly from you, via your employer or via a third party (eg. Relocator). In some instances, Corporate Housing Living BV will collect and aggregate data using cookies. For further details please see point 4.

4. Cookies

Our website uses cookies. By using this website and agreeing to our privacy policy, you consent to Corporate Housing Living BV's use of cookies. Cookies are files sent by web servers to web browsers and stored by web browsers. The information is then sent back to the server each time the browser requests a page from the server. This enables a web server to identify and track web browsers. On our website we track general visitors' information, including the IP-address of your computer and the details sent along with your browser. These details are used for visitation analysis and clicking behavior on our website. This helps us improve our website usability. As all the information that we gather, this information will be anonymized as far as reasonably possible and is not shared with third parties. The permission can be withdrawn at any time.

4.1 Google Analytics

To assess the web traffic to our website and how effectively our online campaigns are, we use Google Analytics. The information we process including your IP-addresses are processed and stored by Google in the United States. Corporate Housing Living has not given Google the permission to use the processed Analytics-information for other Google services. Read Google's privacy policy for more information: <https://policies.google.com/privacy?hl=en-US>.

4.2 Leadinfo

To measure business use of our website we use Leadinfo's service. Based on IP addresses the names and addresses of organizations of which a person has visited our website are shown to us. The IP addresses are not shown nor saved and are not able to be traced back. Leadinfo is GDPR compliant. Read more here: <https://www.leadinfo.com/en/faq/>

4.3 Mailchimp

We use Mailchimp – a third party website that allows us to collect information from you when you subscribe to our online mailing list form. We use MailChimp as a mailing list tool, so that we can store your name, email address, company and phone number. Subscribers can opt-out and unsubscribe any time. Read Mailchimp's privacy policy.

4.4. Boost

We use Boost to answer any request from prospective customers and to immediately transfer a request to various partners from our network. In addition, Boost is the platform on which all our portals (Guest Portal, Company Portal and Partner Portal) are built. Boost is hosted by Geckotools and developed by Geckotech. Both companies are ISO 27001 certified. Read Boost's privacy policy.

4.5. Trengo

Trengo integrates most of our communication channels (e.g. email, request forms, questionnaires and online chats) in one inbox. This tool helps us answer any questions from prospective customers and to help existing customers with any queries or requests. When one of our advisors is not online, it will display a form instead. Read Trengo's privacy policy.

4.6 Microsoft Office 365

We use Microsoft Office 365. All the data is stored in one or more data center locations within the European Union. Read more about the protection and privacy policies of Microsoft.

5. Recipients of personal data

We only share your personal data with third parties if this is necessary for the performance of our services. In that context, for example, data can be shared with:

- Real estate agents, landlords; Operators of (Serviced) Apartments
- Service partners;
- Relevant government agencies, when legally obliged;
- Your employer;
- Other third parties, if Corporate Housing Living BV is obliged to do so on the basis of a legal obligation or court order.

Any information you provide will not be used for commercial purposes and will not be sold to third parties.

6. Transfer of personal data outside the European Union

We will not transfer your personal data outside the European Union, unless this is necessary for the performance of our services, for example because we support you in moving to or from the country in question. In such cases - insofar as the country concerned does not have an adequate level of protection as referred to in Article 45 of GDPR - the transfer will take place on the basis of appropriate safeguards as referred to in Article 46 of GDPR, or in accordance with one of the conditions referred to in Article 49 of GDPR, if for example the transfer is necessary for an agreement between you and Corporate Housing Living BV, or for the performance of an agreement concluded in your interest between Corporate Housing Living BV and a third party, for example your employer, or because you have agreed to the transfer.

7. Retention of personal data

We do not store your data for longer than necessary for the purposes mentioned under 3. Any data will be deleted no later than 5 years after the end of our assignment or after your rental agreement has expired, unless the data must be retained for a longer period in connection with a legal obligation.

8. Security Measures

Corporate Housing Living BV is acting in compliance to GDPR and will take all necessary technical and organizational measures to ensure an appropriate level of security and to protect your data that is administrated by us. Our security measures are, pursuant to technological progress, constantly being reviewed and improved. We strive to ensure that our data- and ICT suppliers are also complying with PCIDSS, ISAE 3402 and ISO 27001.

9. Your rights

You have the right to request Corporate Housing Living BV to access your personal data. If the information is incorrect, incomplete or irrelevant, you have the right to request rectification. You also have the right to object to the processing and to request Corporate Housing Living BV to delete the data.

Insofar as the processing is based on your consent, you have the right to withdraw the permission at any time. Withdrawal does not affect the lawfulness of the processing on the basis of the consent before it is withdrawn.

If you wish to make use of your aforementioned rights, please contact Corporate Housing Living BV by letter or e-mail using the contact details provided below. Corporate Housing Living BV will make a decision on your request within four weeks.

You also have the right to lodge a complaint with the supervisory authority. The competent supervisory authority is the Dutch Data Protection Authority (www.autoriteitpersoonsgegevens.nl).

10. Contact

For questions or comments about the processing of your personal data, and to exercise your above-mentioned rights, please contact Corporate Housing Living BV via: hello@corporatehousingliving.com.