

Last Updated: September 2024

Linnebank Real Estate ("we," "us," or "our") is committed to protecting the privacy and security of your personal data. This Privacy Policy explains how we collect, use, and share personal information in the course of our real estate business activities. We are committed to safeguarding your rights in accordance with the General Data Protection Regulation (GDPR) (AVG-wetgeving) and applicable data protection laws in the Netherlands.

By using our website or engaging with us in any form, you agree to the terms of this Privacy Policy.

1. Who is Responsible for Processing Your Data?

Linnebank Real Estate, based in Utrecht, the Netherlands, is the data controller responsible for processing your personal information. You can contact us at:

- **Contact Person:** Luc Linnebank
- **Email:** info@linnebankrealestate.com
- **Phone:** +31636156282
- **Address:** Steenweg 54, Utrecht, the Netherlands

2. Types of Personal Data We Collect

We may collect and process the following categories of personal data:

- **Identity Information:** Full name, date of birth, nationality, gender, and personal identification numbers (e.g., passport or ID number).
- **Contact Information:** Email address, phone number, postal address.
- **Financial Data:** Bank details, proof of funds, mortgage approval information.
- **Property Information:** Data relating to properties owned, sold, or rented, including property type, preferences, and transaction history.
- **Technical Data:** IP addresses, browser type, device information, and usage data (e.g., page views, time spent on pages) collected via cookies and other tracking technologies.
- **Communications Data:** Records of communications with us, such as emails, phone calls, and messages via our website.

3. How and Why We Use Your Personal Data

We collect and process your personal data for the following purposes:

- **To Facilitate Real Estate Transactions:** This includes processing requests for property listings, conducting market evaluations, facilitating property viewings, negotiating proposals, and completing sales or rentals.
- **To Fulfill Legal Obligations:** We are required by law to maintain certain records, including financial and transactional information, for purposes such as tax compliance and anti-money laundering regulations.

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- **To Provide Personalized Services:** By understanding your preferences, we can recommend properties that match your needs and communicate relevant updates regarding the real estate market.
- **For Marketing and Communications:** If you have opted into receiving marketing materials, we may use your contact information to send you newsletters, property updates, and promotional offers. You may withdraw consent at any time.
- **To Improve Our Services:** We analyze website usage and interactions with our marketing campaigns to optimize our services and user experience.

4. Legal Basis for Processing

We only process your personal data when we have a lawful basis to do so under GDPR (AVG-wetgeving). The legal bases include:

- **Your Consent:** For marketing communications and certain uses of cookies, we rely on your explicit consent.
- **Contractual Necessity:** Processing data is necessary for the performance of a contract with you (e.g., real estate transactions).
- **Compliance with Legal Obligations:** We may need to process your data to meet regulatory requirements, such as tax and anti-money laundering laws.
- **Legitimate Interests:** In some cases, we process your data to pursue our legitimate interests, such as improving our services, unless these interests are overridden by your rights and freedoms.

5. How We Share Your Personal Data

Your personal data may be shared with third parties in specific situations, such as:

- **Service Providers:** We work with third-party vendors, such as IT service providers, payment processors, marketing agencies, and property portals, to help deliver our services.
- **Professional Advisors:** We may share data with legal, financial, or tax advisors when necessary.
- **Authorities and Law Enforcement:** We may disclose your information to comply with legal obligations, including to regulatory bodies, law enforcement agencies, or judicial authorities if required.
- **Real Estate Partners:** In some cases, we work with other real estate agencies, brokers, or landlords to manage property sales, purchases, or rentals.

All third-party data processors are required to maintain the confidentiality and security of your personal data and comply with GDPR (AVG-wetgeving) requirements.

6. International Data Transfers

If your personal data is transferred outside the European Economic Area (EEA), we ensure that adequate safeguards are in place to protect your information in line with GDPR (AVG-wetgeving). This may include using standard contractual clauses or other legally recognized mechanisms.

7. Data Retention Policy

We retain your personal data only for as long as necessary for the purposes outlined in this Privacy Policy or as required by law. For example:

- **Real Estate Transaction Data:** According to the central government (see; Rijksoverheid.nl), client research data must be kept for five years after the transaction. This includes all information collected, such as copies of identity documents, account details, correspondence, call notes and transactions. In addition to identification and verification data, other data needed to fulfil client research obligations must also be retained.
- **Marketing Data:** Retained until you withdraw consent or unsubscribe from our communications.
- **Cookies and Analytics Data:** Retained according to the expiration period of the cookies or tools used.

When data is no longer required, we securely delete or anonymize it.

8. Your Rights as a Data Subject

Under the GDPR (AVG-wetgeving), you have the following rights concerning your personal data:

- **Right of Access:** You can request access to the personal data we hold about you.
- **Right to Rectification:** If your data is inaccurate or incomplete, you have the right to request corrections.
- **Right to Erasure:** You may request the deletion of your data where it is no longer necessary or where you withdraw consent.
- **Right to Restriction:** In certain circumstances, you can request the restriction of processing your data.
- **Right to Data Portability:** You can request to receive your data in a structured, commonly used format and transfer it to another service provider.
- **Right to Object:** You can object to the processing of your data for certain purposes, such as marketing.
- **Right to Withdraw Consent:** Where we rely on consent, you can withdraw it at any time.

To exercise your rights, please contact us at info@linnebankrealestate.com.

9. How We Protect Your Data

We implement robust technical and organizational measures to protect your personal data from unauthorized access, disclosure, alteration, or destruction. These measures include encryption, secure servers, and access controls.

10. Changes to This Privacy Policy

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We may update this Privacy Policy from time to time in response to legal, technical, or business developments. If we make significant changes, we will notify you via email or a prominent notice on our website. We encourage you to review this page periodically to stay informed about how we protect your data.

11. Contact Us

If you have any questions about this Privacy Policy or how we handle your personal data, please contact us at:

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