020-Makelaars privacy statement

This privacy statement describes how we treat your data. 020-Makelaars is a member of the NVM (the Dutch Association of Real Estate Brokers and Valuers). All references to 'NVM Estate Agent' mean the 020-Makelaars. We also explain what data we share with the NVM and brainbay B.V. (an NVM subsidiary) and how they use this data.

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We take privacy seriously

The NVM Estate Agent attaches considerable value to your privacy and regards the rules concerning data protection as self-evident norms. Your data is processed with care and in accordance with the law. Much importance is placed on security, to ensure that your data is protected against unauthorised use, access, alteration, and unlawful destruction. NVM estate agents are continuously investing in improvements to their services, and that includes a privacy programme across the whole of the NVM. Any questions? Please feel free to contact the NVM Estate Agent.

Data minimisation

Data minimisation is a fundamental principle of the General Data Protection Regulation (GDPR). According to this principle, personal data may only be collected, processed, and retained to the extent necessary for the purpose for which it is collected.

An NVM Estate Agent will exercise care when requesting personal data, in accordance with the data minimisation principle. This means that the only data to be requested is the data needed at the time, that is, during the relevant phase of the process.

Viewing, altering, or deleting data

According to the General Data Protection Regulation (GDPR), you have various rights when it comes to the processing of your data. Examples include the right to view your data, to alter it, to have it deleted,

or to have it transferred. If you would like to exercise your rights, please contact the NVM Estate Agent. Their contact information can be found in the 'Data controller' chapter on page 19. You may be required to provide additional information or be asked a security question in order to provide certainty that it is indeed you, before your request is processed. If, for whatever reason, your request cannot be honoured, you will be informed and given the reasons.

The rights in question are as follows:

Viewing or correcting data (viewing and rectification)
You have the right to ask the NVM Estate Agent which of your personal data is being or will be processed and to have inaccurate data rectified.

Having data deleted
In some situations, you have the right to ask that your personal data retained by the NVM Estate Agent be deleted. Remember that certain statutory obligations could apply that may make the deletion of data impossible.

Right of objection
You have the right to object to the processing of your personal data if this takes place on the basis of the legitimate interests of the NVM Estate Agent. In such cases, the NVM Estate Agent will cease processing your data unless there are compelling reasons to continue, or if the processing is necessary for establishing, enforcing, or substantiating a legal claim.

Right to restrict processing
If you are of the opinion that the NVM Estate Agent is processing your personal data unlawfully, you may request that the processing be restricted. This means that the NVM Estate Agent is temporarily prohibited from processing your data. During this period, we will assess whether the restriction should be continued or whether the processing may be resumed.

Right to have data transferred (data portability)
You have the right to receive a copy of your personal data that you have provided to the NVM Estate Agent for the purposes of carrying out an agreement you have concluded with the NVM Estate Agent or for which you have given your consent. This involves only personal data that the NVM Estate Agent has received from you and not data received by the NVM Estate Agent from one or more third parties. The purpose of this right is to enable you to transfer this data simply to another party.

For more information about your rights under the terms of the GDPR, please see the Dutch Data Protection Authority website (https://www.autoriteitpersoonsgegevens.nl/). It explains what each of the rights entails.

Processing of personal data by parties with which the NVM Estate Agent collaborates

NVM Estate Agents make every effort to treat personal data with care. They use the data only for the purpose for which it is provided to them. However, if a party with which the NVM Estate Agent collaborates processes the data, the NVM Estate Agent is not responsible if that party processes the data in a way that is not in accordance with the law. Possible examples include the processing of data by a notary.

For example, suppose that the NVM Estate Agent sends data to a company that carries out creditworthiness checks. If this company subsequently processes or shares the data unlawfully (by retaining the data for too long a time, for example), the company itself is responsible, not the NVM Estate Agent.

Another example is that of the collaborative partnerships between some NVM Estate Agents and platforms that rent residential properties or promote new building projects. If such a platform unlawfully processes the personal data of tenants or buyers, by retaining the data unnecessarily, for example, or by sharing it without consent, then responsibility lies with the platform. The NVM Estate Agent cannot be held liable in these cases, as they have no control over what the platform does with the data.

If a party other than the NVM Estate Agent processes your personal data unlawfully, you should contact that party to report the problem. You can also discuss the problem with the NVM Estate Agent, who may then review their collaborative partnership with the party in question and decide whether any further action is necessary.

How can you submit a complaint?

There may be times that you are not satisfied with how the NVM Estate Agent deals with your data. You may decide to submit a complaint. There are various ways of doing this.

You should first make your complaint in writing to the NVM Estate Agent concerned.

If you are not satisfied with how the NVM Estate Agent deals with your complaint, you may submit your complaint to the *Klachtenloket Vastgoedprofessionals* (https://www.degeschillencommissie.nl/klachtenloket-vastgoedprofessionals/), which is an independent body that forms part of the Dutch Foundation for Complaints and Dispute Resolution in The Hague. They will then inform you about your options for taking further action.

Another option is to submit your complaint to the Dutch Data Protection Authority. For more information, please see the Dutch Data Protection Authority website: https://www.autoriteitpersoonsgegevens.nl/.

How long does the NVM Estate Agent store your personal data?

The NVM Estate Agent retains your personal data only as long as necessary for the purpose for which it was gathered. For specific data and the period for which it is retained, please refer to the tables below. These tables provide an overview of the various categories of personal data and the period for which it is retained, taking statutory obligations and possible grounds for liability into account.

The definition of ‘residential property’ in this privacy statement

Any reference in this privacy statement to ‘residential property’ shall also be taken to mean other immovable property (such as holiday homes, garages, parking spaces, or similar), unless it is clearly different as shown from the context.

Other recipients of personal data

In some cases, we can share personal data with parties not referred to in this privacy statement, such as those involved in carrying out background checks and those operating under the terms of the Prevention of Money Laundering and Financing of Terrorism Act. This depends on the specific services that we use and the nature of the services we provide. If you have any questions on this or would like to receive more information about the parties with which we share your personal data, you may contact us at any time. We will be pleased to give you more detailed information about the specific recipients of your personal data in your situation.

1. You would like to be kept informed with no obligation about the properties listed by the NVM Estate Agent

After you have given your consent, the NVM Estate Agent would like to keep you informed about residential properties, commercial premises, agricultural holdings, plots of land, or new-build projects that could be of interest to you. This service will continue until you state that you no longer wish to receive such information. The following data may be processed:

Data	Data-sharing possible with	NVM Estate Agent retention period
Your name and contact details, such as your telephone number and email address.	none	Until consent is withdrawn
The search profile showing what you are looking for in a property. A selection of properties can be offered that is based on a search profile.	none	Until consent is withdrawn
Other information that you provide to the NVM Estate Agent.	none	Until consent is withdrawn

2. You would like to be kept informed about new-build projects, including regional new-build projects, via their websites

Whenever you leave your details on a new-build project website or on a platform for multiple new-build projects, you will receive updates about any developments concerning the projects. The NVM Estate Agent may also draw your attention to available plots or residential properties that could be of interest to you.

Data	Data-sharing possible with	Website operator retention period
Your name and contact details, such as your telephone number and email address.	a, b	Until consent is withdrawn
The search profile showing what you are looking for in a property. A selection of properties can be offered that is based on a search profile.	a, b	Until consent is withdrawn
Other information provided by you.	a, b	Until consent is withdrawn

	Data recipients
a	Vendor of new-build residential property or plot or lessor of new-build residential property
b	Estate agents who mediate for a vendor during a sale or for a lessor when arranging a tenancy

The new-build project website states who the data controller is (the organisation that determines why and how personal data is processed) for this new-build project website. There are new-build project websites that are operated by or on behalf of the owner of the new-build project in question. There are also new-build project websites that are administered by multiple parties, possibly including the NVM Estate Agent. The NVM Estate Agent can give you the contact details of the data controller, if you so request.

3. You would like to view a residential property that is for sale or to rent, or commercial premises or agricultural holdings listed via the NVM Estate Agent.

The NVM Estate Agent arranges a viewing, gives you a clear picture of the residential property, the commercial premises, or the agricultural holdings, and records what you think about the property. The following data may be processed:

Data	Data-sharing possible with	NVM Estate Agent retention period
Data that is needed for the viewing to take place, such as your name, telephone number, and email address.	none	1 year
Other information that you provide voluntarily to the NVM Estate Agent in connection with the viewing.	none	1 year

4. You are selling your residential property, commercial premises, or agricultural holdings, and you have engaged the services of the NVM Estate Agent to do so

The purpose of this contact is - on your behalf - to promote your residential property, commercial premises, or agricultural holdings, to establish the value of and any interest in the property, to arrange viewings, to mediate and negotiate, and to assist you with the sale. In doing so, the NVM Estate Agent verifies your identity. You may also be asked to give your opinion of the estate agent and receive sales statistics via Funda, for example. In these cases, we can process the following data:

Data	Data-sharing possible with	NVM Estate Agent retention period
Your name, company name (if applicable), address, and other contact details, such as your telephone number and email address.	b	20 years
The reason for selling, for example upsizing or a change of work.	a	3 years
The date when the residential property, commercial premises, or agricultural holdings came onto the market and how long the property has been or was 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, Land Registry details, 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 websites, and on the website of the NVM Estate Agent. This is to promote your residential property; the listing will be displayed there up to one year after the transaction.	a, d, e	20 years
If an instruction to the estate agency is withdrawn, the reason for withdrawal.	a	3 years
Data required if a statutory check is necessary under the terms of the Prevention of Money Laundering and Financing of Terrorism Act. If applicable, the identities of the ultimate beneficial owners will also be verified and documented.	c	5 years
Data that is needed to draw up the purchase agreement, including verification of your identity and that of any authorised representatives.	b	20 years
Once the residential property, commercial premises, or agricultural holdings have been sold: the transaction details such as the sale price and the transaction date.	a	20 years

Your name and email address will be passed on to Funda to facilitate an estate agent evaluation in terms of customer satisfaction, and for marketing purposes. You will also receive sales statistics for your residential property, commercial premises, or agricultural holdings from Funda.	e	2 years
Other information that you provide to the NVM Estate Agent and is related to the conclusion of a sale agreement or to the preceding phase, in the context of correspondence with the buyer, for example.	b, d	3 years

	Data recipients
a	NVM/brainbay
b	Notary, valuer, survey company, photographer, sales stylist, buyer, buyer's estate agent
c	FIU (Financial Intelligence Unit - the Netherlands)
d	Party viewing the property, party making an offer on the property, buyer, buyer's estate agent
e	Funda

5. You are looking to purchase a residential property, commercial premises, or agricultural holdings and you have engaged the services of the NVM Estate Agent

Acting on your instructions, the NVM Estate Agent looks for a suitable residential property, commercial premises, or agricultural holdings. The NVM Estate Agent also mediates and negotiates on your behalf and guides the transaction. In the process, the NVM Estate Agent establishes your identity. You may also be approached by Funda to give your opinion of your estate agent. The following data may be processed:

Data	Data-sharing possible with	NVM Estate Agent retention period
Your name, company name (if applicable), address and contact details, such as your telephone number and email address.	a	20 years
The search profile showing what you are looking for in a property.	none	3 years
Details about your current property, such as the purchase and rental price.	none	3 years
The reason for the purchase, such as upsizing or change of work.	none	3 years
Your age and income brackets and family composition (this applies to those looking to purchase a residential property).	none	3 years
If agreed with you, data to determine your financing options.	none	3 years

Data required if a statutory check is necessary under the terms of the Prevention of Money Laundering and Financing of Terrorism Act. If applicable, the identities of the ultimate beneficial owners will also be verified and documented.	b	5 years
Data required for drawing up the purchase agreement, including verification of your identity and that of any authorised representatives.	c	20 years
Once the residential property, commercial premises, or agricultural holdings have been sold: the transaction details such as the sale price and the transaction date.	none	20 years
Your name and email address will be passed on to Funda to facilitate an estate agent evaluation in terms of customer satisfaction, and for marketing purposes.	d	2 years
Other information that you provide to the NVM Estate Agent and is related to the conclusion of a sale agreement or to the preceding phase, in the context of correspondence with the vendor, for example.	c	3 years

	Data recipients
a	Vendor, vendor's estate agent
b	FIU (Financial Intelligence Unit - the Netherlands), vendor's estate agent
c	Notary, vendor, the vendor's estate agent
d	Funda

6. You are letting your residential property, commercial premises, or agricultural holdings, and you have engaged the services of the NVM Estate Agent to do so.

The purpose of this contact is to promote on your behalf your residential property, commercial premises, or agricultural holdings, to arrange viewings, to gain a clear picture of the reliability of any potential tenants, and to draw up a tenancy agreement. In the process, the NVM Estate Agent establishes your identity. You may also be approached by Funda to give your opinion of your estate agent and receive letting statistics, also from Funda. The following data may be processed:

Data	Data-sharing possible with	NVM Estate Agent retention period
Your name, company name (if applicable), address and contact details, such as your telephone number and email address.	b	20 years
The reason for renting.	a	3 years
The date when the property came onto the market and how long the property has been or was available to rent.	a	3 years

The description and features of the residential property, the commercial premises, or the agricultural holdings, such as the rent, the year of construction, the surface areas and layout, Land Registry details, and photographs and videos of the property. If this has been agreed with the NVM Estate Agent, the above information will be published on Funda, other websites, and on the website of the NVM Estate Agent. This is to promote your residential property; the listing will be displayed there up to one year after the transaction.	a, c, d	20 years
If an instruction to the estate agency is withdrawn, the reason for withdrawal.	a	3 years
The requirements you need the tenant to meet.	c	20 years
Data required for drawing up the rental agreement, including verification of your identity and that of any authorised representatives.	c	20 years
Once the residential property, commercial premises, or agricultural holdings have been let: the rent and rental conditions.	a	3 years
Your name and email address will be passed on to Funda to facilitate an estate agent evaluation in terms of customer satisfaction, and for marketing purposes. You will also receive the letting statistics for your property from Funda.	d	2 years
Other information that you provide to the NVM Estate Agent and is related to the conclusion of a rental agreement or to the preceding phase, in the context of correspondence with the tenant, for example.	c	3 years

	Data recipients
a	NVM/brainbay
b	Tenant, survey company, photographer
c	Party viewing the property, tenant, tenant's estate agent
d	Funda

7. You are looking for a rental residential property or commercial premises or agricultural holdings to rent, and you have engaged the services of the NVM Estate Agent to help you find a suitable property

Based on your instruction, the NVM Estate Agent initiates a search for a suitable property. The services of the estate agent also extend to the conducting of negotiations and guidance in the process leading to the establishment of the rental agreement and the subsequent process. In the process, the NVM Estate Agent establishes your identity. You may also be approached by Funda to give your opinion of your estate agent. The following data may be processed:

Data	Data-sharing possible with	NVM Estate Agent retention period
Your name, company name (if applicable), address and contact details, such as your telephone number and email address.	a	20 years
The search profile showing what you are looking for in a property.	none	3 years
Details about your current residential property, such as the purchase and rental price.	none	3 years
The reason for renting, for example upsizing or change of work.	none	3 years
Your age and income brackets and family composition (this applies to those looking to rent a residential property).	none	3 years
If this has been agreed with you, data to determine your ability to pay the rent.	none	3 years
Data that is required if the landlord requires a tenant check (e.g. NVM Woontoets). This check is in the legitimate interests of the landlord.	a	3 years
Data required for drawing up the rental agreement, including verification of your identity and that of any authorised representatives.	a	20 years
Your name and email address will be passed on to Funda to facilitate an estate agent evaluation in terms of customer satisfaction, and for marketing purposes.	b	2 years
Other information that you provide to the NVM Estate Agent and is related to the conclusion of a rental agreement or to the preceding phase, in the context of correspondence with the landlord or lessor, for example.	none	3 years

	Data recipients
a	Landlord, landlord's letting agent
b	Funda

8. You register for a new-build project.

Through the NVM Estate Agent, you register for a new-build project, perhaps after the NVM Estate Agent has approached you to ask if you are interested. The NVM Estate Agent has received your contact details from the owner of the new-build project, from a new-build project website in which you showed interest in the past, or because you have previously informed the NVM Estate Agent directly that you would like to be kept informed of the range of available properties. The following data may be processed:

Data	Data-sharing possible with	NVM Estate Agent retention period
Your identity data and that of any other co-applicant: surname, forenames, and date of birth (only in the case of residential properties exclusively for those above a certain age).	a	20 years (*)
Your contact details and those of any other co-applicant: address, telephone number, email, details of possible absences or non-availability.	a	20 years (*)
Number in household, number of children.	a	3 years
Preference for what type of residential property or which residential properties/plots.	a	3 years
(*) In cases that do not result in a purchase or rental, the retention period is three years.		

	Data recipients
a	Owners of plots for sale, of residential property for sale or to let, including organisations who perform services for them in relation to the sale or letting.

9. A new-build residential property or plot is allocated to you on provisional basis

The NVM Estate Agent discusses with you what financial and other conditions apply to interested parties. You then state that you meet these conditions. The residential property or plot is then allocated provisionally, by the drawing of lots, for example. You accept this provisional allocation and, if necessary, the allocation will be checked against the local authority's allocation policies.

Data	Data-sharing possible with	NVM Estate Agent retention period
Data regarding employment status and financial position, such as profession, name of company, place of company, gross annual salary, date of entry into employment, own capital, and civil status.	a	5 years (*)
Your current domestic situation (own residential property, rental residential property, living in a property owned or rented by another). In the case of own residential property: sale value, outstanding mortgage.	a	5 years (*)
Provisionally allocated residential property or plot.	a	20 years
Result of a possible local authority allocation check.	a	5 years
(*) In the event that no sale is realised during this phase, the retention period is three years.		

	Data recipients
a	Vendor of new-build residential property or plot

10. You decide to purchase the new-build residential property or plot

In this phase, your financial position will be examined to determine whether you really do meet the relevant financial and other requirements. A discussion will also be held with you regarding your options in relation to the residential property. This information will be shared with the construction company. A check will also be carried out under the terms of the Prevention of Money Laundering and Financing of Terrorism Act. Finally, the purchase agreement will be drawn up.

Data	Data-sharing possible with	NVM Estate Agent retention period
Result of the check to determine that you meet the financial and other requirements of the vendor. This includes your salary, employment status, financial position. This check is in the legitimate interests of the vendor.	a	5 years
Data required if a statutory check is necessary under the terms of the Prevention of Money Laundering and Financing of Terrorism Act.	b	5 years
Data in relation to the desired options for the residential property.	c, a	20 years
Data necessary to draw up the purchase contract, including verification of your identity.	c	20 years
Once the residential property has been sold: the transaction details such as the sale price and the transaction date, and also the postal code (1234AB) of the buyer's previous address.	d	5 years
Other information that you provide to the NVM Estate Agent and is related to the conclusion of a sale agreement or to the preceding phase, in the context of correspondence with the vendor, for example.	a	5 years
In the event that no sale is realised during this phase, the retention period is three years.		

	Data recipients
a	Vendor of new-build residential property or plot
b	FIU (Financial Intelligence Unit - the Netherlands)
c	Notary, vendor, the vendor’s estate agent
d	NVM/brainbay

11. After viewing, you would like to purchase a residential property, commercial premises, or agricultural holdings offered via the NVM Estate Agent.

For this contact, the NVM Estate Agent is in contact with you and with your estate agent (if you have one) in connection with the bidding process. The NVM Estate Agent then carries out the preparatory work for the purchase agreement and transfer of ownership. In this contact, the NVM Estate Agent establishes your identity. The following data may be processed:

Data	Data-sharing possible with	NVM Estate Agent retention period

Your name, company name (if applicable), address and contact details, such as your telephone number and email address.	b	20 years
Your opinion about the residential property or the building.	b	3 years
Data about the offers made.	a, b, e	3 years
Data required if a statutory check is necessary under the terms of the Prevention of Money Laundering and Financing of Terrorism Act. If applicable, the identities of the ultimate beneficial owners will also be verified and documented.	d	5 years
If this has been agreed with the vendor, data on determining your ability to pay the purchase price or on meeting other requirements set by the vendor. This is in the legitimate interests of the vendor.	b	3 years
Data required for drawing up the deed of purchase and/or deed of transfer of title, including verification of your identity and that of any authorised representatives.	b, c	20 years
Once the residential property, commercial premises, or agricultural holdings have been sold: the transaction details such as the sale price and the transaction date.	a	20 years
The postal code (1234AB) and house number of the buyer's previous home address, and whether it concerns an owned or rented property.	a	3 years
Your age and income brackets and family composition, type of buyer and reason for moving.	a	3 years
Other information that you provide to the NVM Estate Agent and is related to the conclusion of a sale agreement or to the preceding phase, in the context of correspondence with the vendor, for example.	b, c	3 years

	Data recipients
a	NVM/brainbay
b	Vendor
c	Notary, buyer's estate agent
d	FIU (Financial Intelligence Unit - the Netherlands)
e	Candidate buyers via the bidding logbook

12. You decide to rent the new-build residential property

During this phase, your financial situation is examined to determine whether you meet the financial and other requirements. This check is carried out by a specialist party. The data needed for drawing up the rental contract is also documented. The following data may be processed:

Data	Data-sharing possible with	NVM Estate Agent	

		retention period	
Data regarding employment status and financial position, such as profession, name of company, place of company, gross annual salary, and date of entry into employment.	a	3 years	
Your current domestic situation (own residential property, rental residential property, living in a property owned or rented by another). In the case of rental residential property: the rent amount.	a	3 years	
Data to establish whether you meet the lessor's requirements. This data could include: - copy of identity document (with the photo and Citizen Service Number anonymised) - copy of salary slips from the past three months (Citizen Service Number anonymised) - copy of bank statements from the past three months, showing deposits, salary, benefits, pension, etc. - copy of most recent annual statement ('*jaaropgaaf*'; in the case of benefits or pension) - If you are not in salaried employment: a balance, profit and loss account for the most recent complete year, an auditor's statement, and a recent extract (no more than one month old) from the Trade Register of the Chamber of Commerce - a landlord or lessor's statement - an employer's statement - a PEP, sanctions list, and adverse media check - a business check The processing of this data is based on the legitimate interests of the lessor. This data is processed in accordance with the principle of data minimisation, described on page 3.	a	5 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 and is related to the conclusion of a rental agreement or to the preceding phase, in the context of correspondence with the lessor, for example.	a	3 years	

	Data recipients

a	Lessor

13. After viewing, you would like to rent a residential property, commercial premises, or agricultural holdings offered via the NVM Estate Agent.

The purpose of this contact is to determine whether you meet the requirements set by the lessor and to draw up the tenancy agreement on behalf of the lessor. The following data may be processed:

Data	Data-sharing possible with	NVM Estate Agent retention period
Your name, company name (if applicable), address and contact details, such as your telephone number and email address.	a	20 years
Your age and income brackets and family composition (this applies when renting a residential property).	a	3 years
Data to establish whether you meet the lessor's requirements. For example: - copy of identity document (with the photo and Citizen Service Number anonymised) - copy of salary slips from the past three months (Citizen Service Number anonymised) - copy of bank statements from the past three months, showing deposits, salary, benefits, pension, etc. - copy of most recent annual statement ('*jaaropgaaf*'; in the case of benefits or pension) - If you are not in salaried employment: a balance, profit and loss account for the most recent complete year, an auditor's statement, and a recent extract (no more than one month old) from the Trade Register of the Chamber of Commerce - a landlord or lessor's statement - an employer's statement - a PEP, sanctions list, and adverse media check - a business check The processing of this data is based on the legitimate interests of the lessor. This data is processed in accordance with the principle of data minimisation, described on page 3.	a	5 years
Data required for drawing up the rental agreement, including verification of your identity and that of any authorised representatives.	none	20 years
Other information that you provide to the NVM Estate Agent and is related to the conclusion of a rental agreement or to	a	3 years

the preceding phase, in the context of correspondence with the lessor, for example.		

	Data recipients
a	Lessor

14. You would like a valuation for a residential property, commercial premises, or agricultural holdings and you have engaged the services of the NVM Estate Agent/valuer for this

The NVM Estate Agent/valuer values your residential property, commercial premises, or agricultural holdings. The following data may be processed:

Data	Data-sharing possible with	NVM Estate Agent retention period
Your name, address, and contact details, such as your telephone number and email address.	b	20 years
Data on your residential property, commercial premises, or agricultural holdings in order to determine their value.	a, b	20 years
Data required if the valuer needs to report an unusual transaction in the context of the Prevention of Money Laundering and Terrorist Financing Act.	c	5 years
Other information that you provide to the NVM Estate Agent/valuer.	none	20 years

	Data recipients
a	NVM/brainbay
b	Validation institute for property valuations.
c	FIU (Financial Intelligence Unit - the Netherlands)

15. You can engage the services of an NVM Estate Agent to assist you with property management, urban planning such as integrated environmental permits, zoning plan changes, designing and/or outsourcing new-build and renovation plans, lease matters, compulsory purchase matters, and the like.

The NVM Estate Agent provides advice and services in relation to the aforementioned matters or concerning other subjects. Your personal data will be used to contact you and to provide you with professional advice (in writing or by telephone) based on the scope of the assignment. The following data may be processed:

Data	Data-sharing possible with	NVM Estate Agent retention period
Your name, address, and contact details, such as your telephone number and email address.	a	20 years
Advice, agreements, income data, annual financial statements, lease agreements, permits such as integrated environmental permits, compulsory purchase contracts, construction plans and all other data required for providing the services.	a	20 years

	Data recipients
a	Owners' associations and site management organisations such as private landowners, Staatsbosbeheer, Natuurmonumenten, local authorities, provincial governments, regional water authorities and Rijkswaterstaat, and ProRail.

16. Use of data by the NVM/brainbay

Brainbay manages and operates a data exchange system, on behalf of the NVM and its members, and others. NVM members, as well as estate agents who are not members of the NVM but who display their properties on the www.funda.nl website, provide certain data via a link to the brainbay exchange system.

The processing of personal data is divided into three main categories, which are explained in more detail below.

A. Ensuring that all NVM members have up-to-date listings of residential properties, commercial premises, and agricultural holdings and other immovable properties.

B. Ensuring that the current properties of all NVM members and other estate agencies are posted on Funda, other relevant websites, and are made available on apps.

C. Building and designing a database that can be used to create valuation reports and other valuations, and to spot developments in the residential housing market, commercial real estate market and agricultural holdings market.

A. Current listings of residential properties, commercial premises, and agricultural holdings with NVM Estate Agents

If you sell or let a residential property, commercial premises or agricultural holdings, whether via an NVM Estate Agent or not, the following data will be shared with other NVM members:

- 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, Land Registry details, 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 contract, sale date, name of estate agent office, transaction price.

B. Current listings of residential properties, commercial properties, and agricultural holdings on property websites, including Funda

If you sell or let a residential property, commercial premises or agricultural holdings, whether via an NVM Estate Agent or not, this data may also be shared with Funda and other property websites, in consultation with the client. This concerns the following data:

- 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, Land Registry details, 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, name of estate agent office, date of sale.

C. Database with historic listings

The following data is stored in the NVM database for all residential properties, commercial premises and agricultural holdings, that are sold/let via an NVM member or otherwise:

- 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, Land Registry details, 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 contract, transaction date, name of estate agent office, transaction price.

- The postal code (1234AB) and house number of the buyer's previous home address.
- Statistical data about households, based on postal code and street address and house number. This data covers household composition, the age of the main breadwinner, the age of the eldest child, the family income, and the reason for relocating. The information is not linked to natural persons, but is based on statistical estimates of household categories that could be found at a particular location. The data is updated every year.

  NVM/brainbay provides data from the database of historic listings (part c) to NVM Estate Agents and NVM valuers to enable them to provide services to their clients. Brainbay also provides this data to selected third parties, including:

- Validation institutes, in order to check valuation reports, following a specific request to that effect.
- Local authorities, for determining the municipality-assessed value of a property for the purpose of calculating local property tax.
- The Ministry of Infrastructure and Water Management, for the purpose of research into the housing market.
- Universities and universities of applied sciences, for research purposes.
- Non-NVM members, valuation software developers, property software companies, banks, project developers, and housing corporations, for research purposes (e.g. gaining a clearer picture of housing requirements in a certain region).

The data is provided to the aforementioned parties, at an aggregate level wherever possible.

NVM/brainbay is the controller for this data. Their contact details are:

NVM	brainbay B.V.
Chamber of Commerce 30102683	Chamber of Commerce 71551034
Postbus 2222	Orteliuslaan 951
3430 DC Nieuwegein	3528 BE Utrecht
privacy@nvm.nl	support@brainbay.nl

17. Internal audits, investigations, and legal advice

The NVM can view your data when carrying out compliance investigations and audits of NVM members. After viewing the data, it is not processed by the NVM in any way. The NVM can also see your data whenever an NVM Estate Agent seeks legal advice from the NVM Legal Service in connection with a property transaction with which you are involved or with a situation that affects a property transaction in which the NVM Estate Agent mediates or negotiates. When dealing with a request for legal advice, only the personal data that is needed to be able to provide advice is processed.

The NVM determines why and how your personal data is used in the situations described in the foregoing paragraph. That is why the NVM is responsible for properly processing your data. If you have any questions about how your data is processed, please contact the NVM at ledenadministratie@nvm.nl or by telephone on +31 (0)30 6085252.

Data controller

For all of the aforementioned processing (except those referred to at points 16 and 17), 020-Makelaars is the data controller. Their contact details are:

020-Makelaars
Chamber of Commerce number: 56647638
Herengracht 142, 1015BW Amsterdam
info@020makelaars.nl
+31 20 620 20 20