

Privacy statement Kustlicht Zeeland Vakanties

When you use the services of Kustlicht Zeeland Vakanties, in most cases we need to register your personal data. We are committed to handling the personal data we receive from you with the utmost care and transparency. This privacy statement aims to tell you how we use the personal data we collect about you, and how we store and process it. This privacy statement therefore applies to all of the personal data we process when you make a booking with us, make use of our services, visit our website or when we contact you.

Who are we?

Kustlicht Zeeland Vakanties is committed to providing you with optimal hospitality and an enjoyable holiday. We, Kustlicht Zeeland Vakanties (the private limited liability company Duinpark Het Kustlicht Verhuur and Exploitatie Maatschappij B.V.), are registered with the Chamber of Commerce in Middelburg under Chamber of Commerce number 22036693 and located at Branding 11, 4374 LD in Zoutelande. You can find further information about us on our website www.kustlicht.nl and you can of course also contact us at our general address kustlicht@kustlicht.nl. We can be reached by telephone on telephone number +31 118 561809.

What information do we collect from you and why?

We primarily process your personal data so that we are able to provide you with optimal hospitality and an enjoyable holiday at one of our holiday properties. We look forward to developing a long-term relationship with you, so that we can also be of service to you in the future and perhaps present you with offers that may interest you, based on the services you enjoyed in the past. Below you will find an overview of the personal data that we process for you:

Booking details:

When you make a booking for one of the properties we offer, we register personal details about you that we require to make the relevant property available to you. In order to be able to complete your booking, we register the personal data relating to you in our reservation system. Booking details are information about the holiday or service you book with us, for example the type of property, arrival date, departure date, preferences and travel group. We have our own reservation and reservation system and do not use systems of other (third party) parties for reservations and bookings.

Name and address data:

We need your name and data concerning your address and place of residence in order to register your booking in our reservation system. Your personal details are also required for mandatory registration in the night register, and to be able to comply with the statutory obligation for the tourist tax declaration and to be able to send you an invoice. Dutch law requires us to store these data for seven years. If we are unable to send certain items by e-mail, we will send them by post to the address you provided.

Phone number and e-mail address:

The confirmation of your booking will be sent to the e-mail address you provided. This also applies to information about the property you have booked, our services and the immediate surroundings. If we have any questions shortly before your stay, we will contact you by email or by phone.

Date of birth:

Bookings for our properties can only be made by persons aged 25 and over. By entering your date of birth, we can check whether you are authorized to make a booking with us.

Bank account number and credit card:

The payment for your booking can be paid via our secure payment environment or by bank transfer. When you pay with a credit card, your details are forwarded to the financial institution that processes the payment. We never have access to your credit card details, but can see if you have paid with a credit card.

Specific wishes:

If you have specific requirements or preferences relating to your stay, you can notify us of these wishes. When you inform us of these wishes / preferences in time, we will make every effort to take them into account and do all we can to meet your requirements, within the bounds of reasonableness.

Marketing, optimization of services, website and third-party data

Newsletters:

If you made a booking with us in the period after 25 May 2018 – after the Dutch General Data Protection Regulation or AVG came into effect – and you subscribed to our newsletter via our website after May 25, 2018, we can use your address to send our (personalized) newsletters and offers. We only do this if you gave us your explicit permission, by actively opting in by ticking an opt-in box on our website. You can also let us know by email that you give us permission to send newsletters and offers. However, if you have been receiving our newsletters for some time – even before the introduction of the AVG – because you booked with us in the past, and have been our guest for some time but no longer wish to receive our newsletters, you can always unsubscribe via a link in our newsletter. By personalized newsletters we mean newsletters in which we send you offers that match previous holidays or business services, and the interests that you indicated. You are, of course, not obliged to give us an indication of your interests when we invite you to do so. On average, we send newsletters six times a year.

Use of our website:

When you use our website, we record general visitor data, including the date and time of your visit and the data that your browser sends. Kustlicht Zeeland Vakanties uses this information for the normal management of its website and to improve its functionalities. We are not interested in data relating to the identity of visitors to our website. We are interested in information that provides insights about how our website is used, such as the number of visitors, which pages are visited most, busy days and peak-time traffic.

Cookies and why do we use them?

When you visit the website of Kustlicht Zeeland Vakanties, we use cookies and related technologies. A cookie is a small text file that is stored on your computer, tablet or

smartphone by our server when you first visit our website. The information stored on these cookies can only be read by Kustlicht Zeeland Vakanties and only for the duration of the visit to our website. We use this information to keep track of how you use the website. This helps us to provide you with a better user experience and service when you visit our website because, for example, cookies remember your preferred settings. In addition, the cookies we use also ensure that we can optimize the technical functioning of our website, so that the website works properly and quickly.

Which cookies do we use and what about permission?

We use functional and non-functional cookies. Functional cookies are necessary for the proper functioning of our website. Non-functional cookies are used to collect information about the use of our website.

For the placement and reading of non-functional cookies, we require your prior active (via opt-in) and explicit consent. This does not apply to functional cookies. You can refuse or block cookies by changing the configuration parameters of your internet browser in such a way that it no longer stores cookies. In addition, you can also delete all information previously saved via your browser settings. Disabling cookies may mean that you cannot use a certain functionality of the website.

Google Analytics:

In order to gain insight into the use, functionality and statistics of our website, we use the services of Google Analytics. However, we have adjusted the settings of Google Analytics in compliance with the manual of the Personal Data Authority. The information that we collect in this way is anonymised as much as possible (i.e. without your computer's IP address) and stored on Google's servers in the United States. You will find the privacy policy of Google Analytics on their website: www.google-analytics.com. With Google Analytics, Kustlicht Zeeland Vakanties collects, among other things, the following data:

- The number of unique visitors;
- How often users visit our website;
- Which website pages users visit;
- How long certain users visit a page;
- The page the user visited when he or she left the website.

Google Analytics may provide this information to third parties if Google Analytics is required by law to do so, or insofar as third parties process the information on behalf of Google Analytics. Kustlicht Zeeland Vakanties has no influence in this regard. We have not granted Google Analytics permission to use the analytical information obtained through our website for Google services other than those agreed between Kustlicht Zeeland Holidays and Google Analytics.

If you have any questions or comments regarding the processing of your personal data, please feel free to contact us by telephone +31 118 561809 or email us at the following address kustlicht@kustlicht.nl, addressing your query to Ms. J. Jobse.

Third party data and reservation system:

Kustlicht Zeeland Vakanties only uses its own reservation and booking system. Thus, we always receive your booking data directly from you and not through other (third) parties. This means that your booking details, which we receive straight from you, are not shared with other reservation systems.

With what purpose / on what basis do we process your personal data?

Your personal data are mainly processed when making a booking. We need your personal data to implement the agreement between you and Kustlicht Zeeland Vakanties. If you do not provide us with the personal data we have requested, you cannot use our services and cannot purchase them from us.

We process your personal data for the following purposes:

- Booking your reservation;
- Handling your payment;
- Sending our newsletters and / or offers;
- To be able to call and / or e-mail you if this is necessary for the execution of our agreement with you;
- To inform you about changes to our services and products;
- More in general, to be able to optimize our services and our hospitality for you.

When processing your personal data, we comply with the legal requirements as laid down in the Dutch General Data Protection Regulation (Algemene Verordening Gegevensbescherming). There is therefore always a legal basis for the processing of your personal data.

Kustlicht Zeeland Vakanties has a legitimate business interest in using your personal data – including storing that data – in the context of improving our services, marketing activities and our contact moments with you. We have carefully weighed your interests and those of our organization. We are also required to process and, consequently, store a number of your personal data in order to comply with legal obligations. We are legally obliged to register a number of your personal data in the night register in connection with your safety. If we require more personal information from you, we ask for your explicit permission.

With whom do we share your personal data?

Night register:

We are obliged to register your name, place of residence, arrival and departure date in the night register. The Municipality of Veere, to which Zoutelande belongs, can ask us to provide them with personal data from the night register.

Tourist tax:

In connection with the compulsory tourist tax, we also provide the Municipality of Veere with your postcode, place of residence, date of birth, family composition, arrival date and departure date each year.

IT suppliers and other service providers engaged by us

For the management of our IT systems and for the provision of our services, we use the services of third parties, such as IT suppliers and computer specialists. We also make mandatory legal use of the services of one or more auditors, for the preparation of annual accounts and for the audit of our financial accounts. We ensure that these third parties, who are engaged by us, handle your personal data in the correct manner, if and to the extent that they can view them. We have concluded a processing agreement with third parties that we engage and that may have access to your personal data in order to protect your privacy.

Cookies:

Data collected via cookies on our website can be shared with parties that place these cookies.

How long do we keep your personal data?

We do not store your personal data longer than is necessary for the realization of the objectives included in this privacy statement, unless we have obtained your explicit and demonstrable permission to keep your data longer (for example to be able to improve our services) and unless there is a legal provision that obligates us to keep your personal data longer.

How are your personal data protected?

Kustlicht Zeeland Vakanties takes the security of your personal data very seriously. We have taken a number of technical and organizational security measures to protect your personal data against loss or unlawful use, such as, for example, unauthorized access to your personal data. This takes account of the state of the technology and the costs of implementation, so that we can guarantee you an appropriate level of security given the risks involved in processing the data and the nature of the data to be protected. Our policy is to restrict internal access to your personal details to employees of Kustlicht Zeeland Vakanties who need the information to perform their duties. All employees of Kustlicht Zeeland Holidays are bound to observe strict confidentiality with regard to reinforcing your privacy, and individual staff confidentiality agreements have been drawn up with each employee.

Your rights: view, correct, restrict or delete data

You have the right to view, correct, restrict or delete your personal data. You also have the right to withdraw your consent to data processing or to object to the processing of your personal data by us. You also have the right to data portability. This means that you can submit a request to us for the personal data we hold from you, for example in our computer file, to send this information to you or to another organization or company designated by you. You can send a request to view, correct, restrict, delete or for the data transfer of your personal data or a request for cancellation of your consent or objection to the processing of your personal data to kustlicht@kustlicht.nl.

To confirm that the request to view your data was sent by you, we ask you to send a copy of your proof of identity together with the request. In this copy, please black out your passport photo, the MRZ (the Machine Readable Zone, the strip with numbers at the bottom of your passport), passport number and Citizen Service Number. This is to protect your privacy. We will respond as soon as possible, no later than six weeks.

Complaints

Kustlicht Zeeland Vakanties would also like to point out that you have the opportunity to submit a complaint about how we handle your personal data. You can let us know by emailing us at kustlicht@kustlicht.nl, or write to us at PO Box 55, 4374 ZH in Zoutelande, addressing your complaint to Ms. J. Jobse. If you prefer, you can reach us by phone on +31 118 561809. We will do our utmost to address your complaint.

You also have the right to lodge your complaint with the Dutch supervisory authority, the Data Protection Authority. You can do so via the following link: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons> or via the following address of the Dutch Data Protection Authority:

Dutch Data Protection Authority
PO Box 93374
2509 AJ THE HAGUE
www.autoriteitpersoonsgegevens.nl
Phone: 0900 - 2001 2010
Keyword: AVG

This Privacy Statement for Kustlicht Zeeland Holidays was drawn up in June 2018.