

1. Introduction

TOSS Real Estate B.V. (hereinafter: '**TOSS**' and/or '**TOSS Housing**') attaches great value to your privacy and has therefore drawn up this privacy statement. **TOSS** treats and secures the personal information entrusted to us with the utmost care. With this privacy statement, **TOSS** provides insight into how it handles your personal data in accordance with the General Data Protection Regulation (GDPR).

2. Who are we?

TOSS is located at the Orlyplein 89, 1043 DS in Amsterdam. **TOSS** is a data controller within the meaning of the GDPR and thus has control over the processing of personal data and determines the purpose and means for the processing. **TOSS** sometimes engages other companies to perform services on their behalf and in these situations remains responsible for the processing of your personal data. **TOSS** makes contractual agreements with these companies about the handling of your personal data so that your privacy is guaranteed.

3. Technical information

When you visit our website, the website automatically collects information about (the devices of) our visitors. This includes, for example, information about the device with which the website is visited, the IP address of your device, the IP address of your Internet Service Provider, the operating system you use, the date and time of your visit, the internet address of the website from which you have been linked directly, the pages you have visited and the information you have viewed on the website, the geo location where you are and the material you send to and download from the website. We use this technical information to manage the website and to improve the quality and effectiveness of our website.

4. Cookies

TOSS uses cookies and web statistics. This way we have oversight to how visitors use our website. This allows us to better adapt our website to the usage preferences of our visitors. Cookies are small pieces of information that are stored on your computer. On a subsequent visit to our website, these small pieces of information are recognized which makes your visit easier. You can read more in our [cookie policy](#).

5. When do we collect your personal data?

We are permitted to store and process your data in the following cases:

- If you have given permission to **TOSS** for the processing of your personal data for one or more specific purposes;
- If the processing is necessary for the execution of an agreement to which you are a party, or to take measures at your request before entering into an agreement;
- If processing is necessary to comply with a legal obligation that rests on **TOSS**;
- If the processing is necessary to protect your or other people's vital interests;
- If the processing is necessary for the performance of a task of general interest or of a task in the context of the exercise of public authority assigned to **TOSS**;
- If the processing is necessary for the representation of the legitimate interests of **TOSS** or of a third party, except when your interests or the fundamental rights and freedoms that require the protection of your personal data outweigh those interests.

6. Why do we collect your personal data?

Your personal data is used to provide the services offered to you as best as possible, including the services selling, letting, home searching, purchasing, consulting, valuation, financial and technical property management, as well as handling complaints and disputes.

TOSS uses your data for the following purposes:

- To inform you about interesting offers and services from **TOSS** and from third parties;
- Bring together supply and demand on the real estate market;
- Handling of your contact request so we can get in touch with you and make an appointment;
- Contact you for commercial offers, newsletters with a list of properties by e-mail and promotional actions that may be of interest to you, only if you have registered for them (opt-in).
- For sharing your details with third parties (you must give explicit permission for this);
- Establishing sales or rental agreements;
- Giving advice, providing value assessments, and other reports;
- Establishing confirmation of commissions;
- For management purposes, including management information, conducting internal controls and operational safety, and conducting audits; and
- Quality objectives such as certification.

7. What (personal) data do we collect from you?

TOSS can process the following (personal) data from you:

- Name and address details, e-mail address, telephone number and other contact details;
- Birth data, age, gender;
- Marital status;
- Origin of property;
- Search area property;
- Available budget;
- Pay slips, employment contracts and employer's statement;
- ID and number and validity date;
- Subject of your appointment; and
- Other information you provided to **TOSS**.

You are responsible for ensuring that the data you submit is correct and up to date.

8. Third parties

Your personal data will not be shared with others, unless the transfer of these details is necessary for the above-mentioned purposes as stated under "Why do we collect your personal data?". For example, transfer of details to notaries, developers, contractors, fellow estate agents, etc. Because we handle your personal information with the utmost care, we enter into a legally applicable processing agreement with external parties (an agreement between the party that is responsible and the processor, in which is determined how the processor should deal with the personal information).

Furthermore, we will not pass on the information you have provided us with to third parties, unless this is required by law and allowed. For example, by a legal warrant or court order. In such a case, we are obliged to cooperate and to hand over this information. We can also share personal details with a third party when you give us written permission to do so. We do not share any personal details with parties that are located outside the EU. Further, **TOSS** has taken the necessary measures to ensure that any personal data transferred is adequately protected.

9. Your rights

We value that you can easily make use of your rights regarding the processing of your personal data. If you wish to exercise any of the rights vested in you and listed below, you may contact us as described in the following.

View and / or change data

You can request at any time that we indicate which (categories of) data we process, for what purposes this happens, from which source the data comes and which retention periods are used by us. In addition, you can contact us at any time to supplement, correct or delete your data. In the unlikely event that we have provided incorrect personal data about you, we will rectify this. We will inform you if we have changed your personal data.

Restrict processing of your data

If you do not agree with the content of the data we hold about you, you can submit a request to temporarily limit the processing of your data. We will then wait to distribute your data until it is in order in your opinion. You can submit a request for a processing restriction at any time. When we restrict processing of your personal data we will notify you.

Right to transfer data

You can request the (personal) data we hold about you. You are completely free to transfer this information to third parties.

Right to be forgotten

If you no longer wish to use our services, you can request the deletion of all your personal data. You can request that we delete all your data at any time. You can also withdraw any permission you have granted to process your data at any time. We will stop processing your personal data for which you have given permission. However, withdrawing your consent does not affect the processing that has already taken place.

Procedure, response time and costs

We try to process your requests as mentioned in this context as soon as possible, but at the latest within one month. We are required to verify your identity before your requests can be met. In principle, your requests will be processed electronically, unless this is not possible or you request otherwise. In principle, we do not charge you any costs for processing your aforementioned requests, unless your requests are excessive, manifestly unfounded or if you request additional copies upon the right of inspection.

10. Data protection officer

TOSS has appointed a data protection officer who supervises the application and compliance with the privacy rules within the organization. The contact details of this official are:

mr. E.S. (Sjoerd) Bazen LL.M.

Orlyplein 89

1043 DS Amsterdam

legal@toss-group.com

11. Security

TOSS makes every effort to optimally protect your personal data against unauthorized use. We do this with use of physical, administrative, organizational and technical measures. For example: only authorized persons have access to the data. If and insofar as data is provided to data processors who provide services or carry out assignments on its behalf, **TOSS** has agreed with them that they also optimally protect your personal data.

12. Retention period

TOSS does not store personal data longer than is necessary for the purpose of the processing and in accordance with the legal retention periods. All data will be deleted no later than 7 years after the end of our order, unless the data has to be retained for longer due to a legal obligation.

13. Questions, comments, complaints or (suspected) data breach

If you have any questions, comments or complaints about the protection of your personal data by **TOSS**, you can contact us in writing or by e-mail at:

Orlyplein 89

1043 DS Amsterdam

legal@toss-group.com

You can also reach us by phone at telephone number +31 (0)20 261 9447. If you do not agree with the use of your personal data by **TOSS**, you also have the right to file a complaint with the Dutch Data Protection Authority, the supervisory authority regarding privacy.

14. Data breach

If there is a (suspected) data breach, we request that you report this immediately via legal@toss-group.com.

15. Changes

TOSS retains the right to modify this privacy statement. Changes will only be published on this website. None of the provisions of the privacy statement are intended to create any obligation or agreement between **TOSS** and a data subject.

16. Other provisions

Dutch law applies to the provisions of this privacy statement and all disputes arising from this.