



# Privacy Statement

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# Introduction



We rate your privacy extremely highly. Accordingly, we adhere to all relevant legislation and regulation, such as the General Data Protection Act (hereafter referred to as the GDPR).

Your personal data is in safe, professional hands with us. This Privacy Statement outlines all the ways in which Roompot processes the information we know about you.

The information listed in this Privacy Statement pertains to our guests and interested parties.

This Privacy Statement applies to Roompot. This comprises the following entities: Roompot Services B.V., Roompot Recreatie Beheer B.V. and the park where you are staying.

Should you have any further queries or wish to know the precise personal data we hold about you, please get in touch with Roompot. Our contact details are listed at the bottom of this Privacy Statement.

## Processes

Below you will find the processes that occur within our organisation. For each one we have listed the reasons for processing your personal data. The table below that shows the personal data we process. Occasionally, we forward your personal data on or third parties help us process your personal data. These third parties are also listed in the table.

## Generic communication

Purpose: Communication by Roompot with third parties and internal workforce communication

In this Privacy Statement we endeavour to specify as accurately as possible why, when and how Roompot communicates. However, certain (exceptional) cases may arise that are hard to readily categorise under one of the outlined processes. In such an instance we adhere to the following guiding principles when processing personal data.

We process such data on the basis of our legitimate interest in carrying out standard business practices.

<b>What kind of data do we process?</b>	<b>Upon what grounds do we process this data?</b>	<b>How long do we retain this data for?</b>	<b>Stakeholders</b>
<b>Communication (Correspondence)</b>	Legitimate interest	For as long as is necessary for the communication in question	Microsoft



<b>Contact (Email address, Telephone number)</b>	Legitimate interest	For as long as is necessary for the communication in question	Microsoft
<b>Name (Full name)</b>	Legitimate interest	For as long as is necessary for the communication in question	Microsoft

## Booking a stay at Roompot

Purpose: To facilitate guests in booking a stay at Roompot.

Are you planning on booking a stay at Roompot? We process various booking details. We do so to secure your booking. We may also process other data, depending on your preferred booking method. For instance, we process your IP address when you make your booking via a Roompot website. Plus your telephone number, when you make your booking over the phone. Want to know in precise detail? If so, you can e.g. look at our cookie statement or under "Guest contact" in this Privacy Statement.

Are you organising your booking on a Roompot website? If so, we will save this booking for 14 days. This means you can continue planning your booking when you next visit our website.

<b>What kind of data do we process?</b>	<b>Upon what grounds do we process this data?</b>	<b>How long do we retain this data for?</b>	<b>Stakeholders</b>
<b>Booking (Arrival date, Number of nights, Accommodation, Additional bookings, Booking date, Booking medium, Deposit, Travel group (number/age), Reservation number, Resort, Departure date)</b>	Contract fulfilment	7 years	Maxxton, Sendgrid
<b>Contact (Email address)</b>	Contract fulfilment	7 years	Maxxton, Sendgrid
<b>Financial (IBAN)</b>	Contract fulfilment	7 years	Maxxton, Ingenico
<b>Address (Full address)</b>	Contract fulfilment	7 years	Maxxton, Sendgrid
<b>Name (Full name)</b>	Contract fulfilment	7 years	Maxxton, Sendgrid

## Taking out cancellation insurance

Purpose: The guest taking out cancellation insurance.

Should you wish to, you can take out cancellation insurance via Roompot for your booking. We in turn hand over the relevant details to the insurance company: De Europeesche.

You can submit any claim you may have directly to De Europeesche. Unfortunately, Roompot cannot do this on your behalf. Is De Europeesche paying out? In this instance you will receive your payment via Roompot. This is why we save some of your insurance details.

What kind of data do we process?	Upon what grounds do we process this data?	How long do we retain this data for?	Stakeholders
<b>Booking (Arrival date, Reservation number, Departure date)</b>	Contract fulfilment	Is passed on	Europeesche Verzekeringen
<b>Insurance (Coverage (activities/area/property/etc.), Copy of the policy, Policy number, Policy provisions, Premium)</b>	Contract fulfilment	1 year Upon a claim, 7 years	Microsoft, SBeffect
<b>Gender (Gender)</b>	Contract fulfilment	Is passed on	Europeesche Verzekeringen
<b>Insurance (Claim pay out)</b>	Contract fulfilment	7 years	Maxxton, Microsoft, SBeffect
<b>Address (Full address)</b>	Contract fulfilment	1 year Upon a claim, 7 years	Microsoft, SBeffect
<b>Name (Full name)</b>	Contract fulfilment	1 year Upon a claim, 7 years	Microsoft, SBeffect

## Relevant email notifications

Purpose: Sending relevant email notifications following a website visit or booking.

Guests making a booking at Roompot will receive subsequent email notifications.

We may occasionally send an email if you have ever visited the Roompot website. For example, to notify you that your booking is still incomplete.

What kind of data do we process?	Upon what grounds do we process this data?	How long do we retain this data for?	Stakeholders
<b>Booking (Booking date)</b>	Legitimate interest	5 years	Salesforce, Gen25
<b>Reading &amp; browsing behaviour (Distribution medium, Click behaviour, Reading behaviour, Opening page/newsletter)</b>	Legitimate interest	5 years	Salesforce, Gen25, Google, Cloud Nine Digital
<b>Contact (Email address, Telephone number)</b>	Legitimate interest	5 years	Salesforce, Gen25
<b>Gender (Preferred gender pronouns)</b>	Legitimate interest	5 years	Salesforce, Gen25
<b>Name (Full name)</b>	Legitimate interest	5 years	Salesforce, Gen25

## Securing annual spaces

Purpose: Securing annual spaces for parks and vessels.

At Roompot you can enter into a year's contract for a berth or plot. As such, we enter into an agreement with you that we hold on file. Below we have listed the relevant data required for that.

What kind of data do we process?	Upon what grounds do we process this data?	How long do we retain this data for?	Stakeholders
<b>Financial (BIC/SWIFT, IBAN)</b>	Contract fulfilment	7 years At the end of the agreement	Maxxton
<b>Vessel</b>	Contract fulfilment	7 years At the end of the agreement	Maxxton
<b>Contact (Email address, Telephone number)</b>	Contract fulfilment	7 years At the end of the agreement	Maxxton

<b>Identification numbers (Reservation number)</b>	Contract fulfilment	7 years At the end of the agreement	Maxxton
<b>Address (Full address)</b>	Contract fulfilment	7 years At the end of the agreement	Maxxton
<b>Name (Full name)</b>	Contract fulfilment	7 years At the end of the agreement	Maxxton
<b>Property/accommodation (Plot number, Rental period)</b>	Contract fulfilment	7 years At the end of the agreement	Maxxton

## Reserving a berth in a marina

Purpose: To facilitate a berth booking in one of the marinas.

If you would like to reserve a berth that is, of course, possible. However, we will though need to register the necessary details about you and the vessel in order to process the reservation.

<b>What kind of data do we process?</b>	<b>Upon what grounds do we process this data?</b>	<b>How long do we retain this data for?</b>	<b>Stakeholders</b>
<b>Vessel</b>	Contract fulfilment	7 years	Maxxton, SBeffect
<b>Contract/agreement (Contractual arrangements)</b>	Contract fulfilment	7 years	Maxxton, SBeffect
<b>Insurance (Coverage (activities/area/property/etc.), Insurance company)</b>	Contract fulfilment	7 years	Maxxton, SBeffect
<b>Contact (Email address, Telephone number)</b>	Contract fulfilment	7 years	Maxxton, SBeffect
<b>Gender (Preferred gender pronouns)</b>	Contract fulfilment	7 years	Maxxton, SBeffect
<b>Address (Full address)</b>	Contract fulfilment	7 years	Maxxton, SBeffect



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<b>Name (Full name)</b>	Contract fulfilment	7 years	Maxxton, SBeffect
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## Guest contact over the phone

Purpose: Having telephonic contact with (potential) guests, e.g., answering queries and completing bookings.

When you phone Roompot we will process various data in order to provide you with the best possible service. If, say, you have a query about your booking we will pull up your booking details.

Your phone call will be recorded, to help us evaluate and improve upon the quality of our service provision.

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<b>What kind of data do we process?</b>	<b>Upon what grounds do we process this data?</b>	<b>How long do we retain this data for?</b>	<b>Stakeholders</b>
<b>Contact (Email address, Telephone number)</b>	Legitimate interest	5 years	Maxxton, Salesforce, Gen25, Frontline, Genesys
<b>Identification numbers (Reservation number)</b>	Legitimate interest	5 years	Maxxton, Salesforce, Gen25, Frontline, Genesys
<b>Communication (Phone call)</b>	Legitimate interest	3 months	Frontline, Genesys
<b>Name (Full name)</b>	Legitimate interest	5 years	Maxxton, Salesforce, Gen25, Frontline, Genesys

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## Guest contact by email

Purpose: To maintain contact with (potential) guests via email.

You can always email us your query. We will respond as promptly and efficiently as possible. If your query concerns a booking we will pull up your booking details, in order to help you as best we can.

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<b>What kind of data do we process?</b>	<b>Upon what grounds do we process this data?</b>	<b>How long do we retain this data for?</b>	<b>Stakeholders</b>
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<b>Communication (Correspondence)</b>	Legitimate interest	5 years	Maxxton, Microsoft, SBeffect, Salesforce, Gen25
<b>Contact (Email address)</b>	Legitimate interest	5 years	Maxxton, Microsoft, SBeffect, Salesforce, Gen25
<b>Name (Full name)</b>	Legitimate interest	5 years	Maxxton, Microsoft, SBeffect, Salesforce, Gen25

## Reviews and surveys

Purpose: Processing submitted guest reviews. Plus, sending and processing surveys that have been sent to guests.

We continuously strive to improve upon our guest satisfaction. As such, your input is crucial. That is why we send you surveys, and keep a close eye on reviews left on other websites.

Occasionally, we ask whether we can post your review on our own website. We will always ask for your consent first though.

<b>What kind of data do we process?</b>	<b>Upon what grounds do we process this data?</b>	<b>How long do we retain this data for?</b>	<b>Stakeholders</b>
<b>Survey/review</b>	Legitimate interest	5 years	Customer Alliance, InSocial
<b>Booking (Resort, Departure date)</b>	Legitimate interest	5 years	Customer Alliance, InSocial
<b>Name (Full name)</b>	Legitimate interest	5 years	Customer Alliance, InSocial

# Guest credit control



Purpose: Ensuring guests pay for their stay on time. Should this not happen, recovering the cancellation costs.

When you make a booking at Roompot we will send you an invoice to settle up. If you fail to pay this invoice on time, we will send you a reminder. It may have slipped your mind, of course.

Still haven't settled up? If so, we have no other choice but to cancel the booking and charge you for any corresponding costs. Should you fail to pay these costs we will unfortunately have to engage a debt collector.

<b>What kind of data do we process?</b>	<b>Upon what grounds do we process this data?</b>	<b>How long do we retain this data for?</b>	<b>Stakeholders</b>
<b>Financial (Notice/reminder, Credit control phase, Delivered service/products)</b>	Contract fulfilment	7 years	Microsoft, SBeffect, Debt collectors
<b>Communication (Minutes)</b>	Contract fulfilment	7 years	Microsoft, SBeffect, Debt collectors
<b>Financial (Outstanding balance, Transactions)</b>	Contract fulfilment	7 years	Microsoft, SBeffect, Maxxton
<b>Booking (Reservation number)</b>	Contract fulfilment	7 years	Microsoft, SBeffect, Maxxton
<b>Identification numbers (Reservation number)</b>	Contract fulfilment	7 years	Microsoft, SBeffect, Maxxton
<b>Name (Full name)</b>	Contract fulfilment	7 years	Microsoft, SBeffect, Maxxton

# Deposit

Purpose: Calculating the deposit.

We will ask you to pay a deposit. We check your accommodation after you have checked out. If everything has been left as you found it, we will reimburse your deposit. Should any damage or other incident be noted, we will use (part of) the deposit to redress the issue.

<b>What kind of data do we process?</b>	<b>Upon what grounds do we process this data?</b>	<b>How long do we retain this data for?</b>	<b>Stakeholders</b>
<b>Property/accommodation (Accommodation)</b>	Contract fulfilment	7 years	Maxxton

<b>Booking (Deposit)</b>	Contract fulfilment	7 years	Maxxton, ABN Amro
<b>Financial (IBAN)</b>	Contract fulfilment	7 years	Maxxton, ABN Amro
<b>Financial (Outstanding balance)</b>	Contract fulfilment	7 years	Maxxton
<b>Name (Full name)</b>	Contract fulfilment	7 years	Maxxton, ABN Amro

## Web shop supermarket

Purpose: Processing orders placed on [supermarkt.roompot.nl](https://supermarkt.roompot.nl).

Prior to your stay you can order groceries and have them delivered to your accommodation. For this we process the following data:

<b>What kind of data do we process?</b>	<b>Upon what grounds do we process this data?</b>	<b>How long do we retain this data for?</b>	<b>Stakeholders</b>
<b>Financial (IBAN)</b>	Contract fulfilment	7 years	Sendgrid, Stroel BVBA, Ingenico
<b>Order (Order number)</b>	Contract fulfilment	7 years	Sendgrid, Stroel BVBA
<b>Identification numbers (Reservation number)</b>	Contract fulfilment	7 years	Sendgrid, Stroel BVBA
<b>Address (Full address)</b>	Contract fulfilment	7 years	Sendgrid, Stroel BVBA
<b>Name (Full name)</b>	Contract fulfilment	7 years	Sendgrid, Stroel BVBA

# Entertainment



Purpose: Making catering or entertainment reservations.

Online reservations, for say, catering, the swimming pool or bowling, are easily done at Roompot. To effectively process your reservation, we need the following details.

<b>What kind of data do we process?</b>	<b>Upon what grounds do we process this data?</b>	<b>How long do we retain this data for?</b>	<b>Stakeholders</b>
<b>Booking (Arrival date, Accommodation, Booking date, Travel group (number/age), Catering/entertainment reservation, Reservation number, Departure date)</b>	Contract fulfilment	7 days	Maxxton, Jimani Automatisering, Koole Controls
<b>Contact (Email address, Telephone number)</b>	Contract fulfilment	7 days	Maxxton, Jimani Automatisering, Koole Controls

# E-chopper rental

Purpose: Renting e-choppers on the park.

At some parks, Roompot offers e-chopper rental. If you would like to make use of that service we will record your details, so we know who has taken which e-chopper, and for how long. We only use your driving licence number in the event you don't return the e-chopper.

<b>What kind of data do we process?</b>	<b>Upon what grounds do we process this data?</b>	<b>How long do we retain this data for?</b>	<b>Stakeholders</b>
<b>Financial (Credit card, IBAN)</b>	Contract fulfilment	7 years	Upta , CCV
<b>Date &amp; time (Date)</b>	Contract fulfilment	1 day	
<b>Mode of transport incl. use (Registration number, Mileage)</b>	Contract fulfilment	5 years	Spyder Wheelz
<b>Identification numbers (Reservation number)</b>	Contract fulfilment	1 day	
<b>Contact (Telephone number)</b>	Contract fulfilment	1 day	
<b>Name (Full name)</b>	Contract fulfilment	1 day	
<b>Proof of ID (Document number)</b>	Contract fulfilment	5 years	

# Xenox Muziekapp



Purpose: Making the Xenox Music app available.

At certain parks you can manage music streaming via the Xenox platform.

What kind of data do we process?	Upon what grounds do we process this data?	How long do we retain this data for?	Stakeholders
Contact (Email address)	Consent		Auth0 Inc, Xenox
Location (GPS (dynamic))	Consent		Auth0 Inc, Xenox

## Socials and chat

Purpose: Interaction with (potential) guests via social media channels or the live chat functionality on Roompot's website.

Have you got in touch with us via WhatsApp, a social media channel or live chat on our website? If so, we will process some of your details. The exact kind of data we will process depends on the medium you have used. A handful of third parties support us in managing our accounts, and as such also have access to your messages. Naturally, they treat these as classified, and they are bound by confidentiality.

What kind of data do we process?	Upon what grounds do we process this data?	How long do we retain this data for?	Stakeholders
Booking (Arrival date, Number of nights, Accommodation, Additional bookings, Travel group (number/age), Reservation number, Departure date)	Legitimate interest	Access as and when required	
Communication (Correspondence)	Legitimate interest	For as long as is necessary for the communication in question	YourSocial, Meta Inc., Maxxton, Salesforce, Gen25, Social 25, Twitter Inc., Intercom
Login (Username)	Legitimate interest	For as long as is necessary for the communication in question	YourSocial, Meta Inc., Salesforce, Gen25
Communication (Minutes)	Legitimate interest	For as long as is necessary for the communication in question	Maxxton, Salesforce, Gen25



<b>Age (Age)</b>	Legitimate interest	Access as and when required	
<b>Contact (Social media account)</b>	Legitimate interest	For as long as is necessary for the communication in question	YourSocial, Meta Inc., Salesforce, Gen25
<b>Contact (Telephone number)</b>	Legitimate interest	For as long as is necessary for the communication in question	Meta Inc. Salesforce, Gen25
<b>Name (Full name)</b>	Legitimate interest	For as long as is necessary for the communication in question	YourSocial, Meta Inc., Maxxton, Salesforce, Gen25, Social 25, Twitter Inc., Intercom

## Newsletters

Purpose: Sending newsletter to guests and people subscribed to it.

Roompot periodically sends newsletters to guests and other interested parties. Once you have made a booking at Roompot we will send you this newsletter on the basis of our legitimate interest in keeping our guests up-to-speed.

Otherwise, we only send out newsletters to people who have actively subscribed to it.

<b>What kind of data do we process?</b>	<b>Upon what grounds do we process this data?</b>	<b>How long do we retain this data for?</b>	<b>Stakeholders</b>
<b>Gender (Preferred gender pronouns)</b>	Legitimate interest	5 years	Salesforce, Gen25
<b>Reading &amp; browsing behaviour (Click behaviour, Reading behaviour, Opening page/newsletter)</b>	Legitimate interest	5 years	Salesforce, Gen25
<b>Name (Full name)</b>	Legitimate interest	5 years	Salesforce, Gen25

## Targeted adverts on social media



Purpose: Approaching Roompot target groups via the appropriate channels, such as the recipient prefers.

We are keen to inform you about interesting offers and other news. To this end, we place specific adverts on social media. This allows us to reach the people for whom the news is of relevance. To do so effectively, we process some of your personal data. This can occur, e.g. via cookies.

Would you like to find out more about cookies on the Roompot websites? If so, please refer to our Cookie Statement.

What kind of data do we process?	Upon what grounds do we process this data?	How long do we retain this data for?	Stakeholders
<b>Booking (Arrival date, Travel group (number/age), Resort, Departure date)</b>	Consent	One-off use for specific targeting	Meta Inc. , YourSocial, Google, Cloud Nine Digital, Twitter Inc.
<b>Contact (Email address)</b>	Consent	One-off use for specific targeting	Meta Inc. , YourSocial, Google, Cloud Nine Digital, Twitter Inc.

## Security and on-park disasters

Purpose: Park security and processing disaster reports

Our parks are monitored for your security, and ours. Reports and incidents are responded to rapidly and effectively. Formal warnings can also be issued. In exceptional cases we will ask a guest or travel group to leave the park. Is your stay at the park booked via your company? If so, we will also notify your employer of any formal warnings or expulsions.

What kind of data do we process?	Upon what grounds do we process this data?	How long do we retain this data for?	Stakeholders
<b>Booking (Accommodation, Resort)</b>	Legitimate interest	Depends on the report/incident	Maxxton, Microsoft, HS Security
<b>Corporate (Company name/employer)</b>	Legitimate interest	Depends on the report/incident	Maxxton, HS Security
<b>Incidents</b>	Legitimate interest	Depends on the report/incident	HS Security, Microsoft
<b>Booking (Reservation number)</b>	Legitimate interest	Depends on the report/incident	Maxxton, HS Security

<b>Name (Full name)</b>	Legitimate interest	Depends on the report/incident	Maxxton, HS Security
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## CCTV

Purpose: CCTV at Head Office and the parks.

To ensure the safety of guests, personal property and our employees, CCTV is in operation in various locations. In highly exceptional cases temporarily concealed CCTV is also deployed. This is only done when no other alternatives are open to us.

The exact retention period of the CCTV footage differs per location, yet in any case is always less than 14 days.

Roompot is very conscious of the fact that filming guests and our employees is a significant infringement of privacy. That is why we handle the footage with extreme care and only film where necessary.

<b>What kind of data do we process?</b>	<b>Upon what grounds do we process this data?</b>	<b>How long do we retain this data for?</b>	<b>Stakeholders</b>
<b>Photo &amp; video (Security footage)</b>	Legitimate interest	7 days	SBeffect, HS Security

## Tourist tax declaration

Purpose: Issuing the mandatory tourist tax declaration

Roompot is statutorily obliged to state how much tourist tax is to be deducted. We calculate this by looking at how much has been paid per reservation. To this end, we require certain details about your stay for processing.

<b>What kind of data do we process?</b>	<b>Upon what grounds do we process this data?</b>	<b>How long do we retain this data for?</b>	<b>Stakeholders</b>
<b>Address (City, post code)</b>	Statutory obligation	7 years After tourist tax declaration	Maxxton, Microsoft
<b>Booking (Arrival date, Accommodation, Travel group (number/age), Resort, Departure date)</b>	Statutory obligation	7 years After tourist tax declaration	Maxxton, Microsoft





## Night register

Purpose: Managing the night register

Roompot is statutorily obliged to keep a night register. For this we require certain details. The local council the park or accommodation is located in can request this register from us.

What kind of data do we process?	Upon what grounds do we process this data?	How long do we retain this data for?	Stakeholders
Address (City)	Statutory obligation	7 years	Maxxton, Local councils
Booking (Arrival date, Departure date)	Statutory obligation	7 years	Maxxton, Local councils

## Complaints handling

Purpose: Handling complaints submitted to Roompot.

We do our utmost to ensure your stay at Roompot is the best it can be. Unfortunately, we sometimes fall short of the mark. You can always submit a complaint if you feel the need to do so. We will then put our heads together to try and find an appropriate solution.

What if this fails? Please feel free to take further steps. For instance, you could approach the Disputes Committee. In such an instance we will usually provide your details to our lawyer, to help us further.

What kind of data do we process?	Upon what grounds do we process this data?	How long do we retain this data for?	Stakeholders
Booking (Arrival date, Number of nights, Accommodation, Additional bookings, Booking date, Booking medium, Deposit, Reservation number, Resort, Departure date)	Legitimate interest	7 years	Microsoft , Salesforce, Gen25
Complaints (Compensation)	Contract fulfilment	7 years	Maxxton, Salesforce, Gen25, Microsoft
Communication (Correspondence)	Legitimate interest	7 years	Maxxton, Salesforce, Gen25, Microsoft

<b>Financial (IBAN)</b>	Contract fulfilment	7 years	Microsoft , Salesforce, Gen25
<b>Complaints (Complaint)</b>	Legitimate interest	7 years	Maxxton, Salesforce, Gen25, Microsoft
<b>Address (Full address)</b>	Legitimate interest	7 years	Salesforce, Gen25
<b>Name (Full name)</b>	Legitimate interest	7 years	Microsoft , Salesforce, Gen25

## Suspected food poisoning

Purpose: Handling or investigating possible food poisoning at one of the parks.

<b>What kind of data do we process?</b>	<b>Upon what grounds do we process this data?</b>	<b>How long do we retain this data for?</b>	<b>Stakeholders</b>
<b>Miscellaneous</b>	Consent	Deleted immediately after sending to Bureau de Wit	Bureau de Wit
<b>Address (Full address)</b>	Legitimate interest	Deleted immediately after sending to Bureau de Wit	Bureau de Wit
<b>Name (Full name)</b>	Legitimate interest	Deleted immediately after sending to Bureau de Wit	Bureau de Wit
<b>Well-being (Ailment/diagnosis)</b>	Consent	Deleted immediately after sending to Bureau de Wit	Bureau de Wit

## Management info



Purpose: Gaining insight into various Roompot activities for the improvement of the organisation and its service provision.

When formulating management information we always strive to only process required information. At no time will generated reports contain personal data.

What kind of data do we process?	Upon what grounds do we process this data?	How long do we retain this data for?	Stakeholders
Miscellaneous	Legitimate interest	7 years	Microsoft

## Recipients

Above we listed the third parties that may potentially process your personal data too. We call these third parties 'recipients'. The table below lists all of these recipients. We have also stated what they do, plus their contact details. In this way you always know where your personal data is being processed.

Occasionally a recipient outside the EU will process your personal data. Rest assured, caveats are attached. The GDPR mandates us to take specific pre-determined steps in such an instance. Which, of course, we do. Below we have outlined the steps we take.

What is also important to remember is that Roompot isn't the owner and/or manager of every park. To facilitate your stay at the park we therefore need to share your reservation details with the park owners/managers. In such cases we bear joint liability for your personal data, with agreements in place to back that up. In a nutshell, this means Roompot is your point of contact for any queries or in the event of a data breach. Similarly, as a rule, it will be Roompot who notifies the authorities and yourself, of any potential data breach.

Recipient	Explanation	Recipient details
Maxxton	Online reservation system provider	Kousteensedijk 5 4331 JE, Middelburg The Netherlands  Outside the E.E.A. Warranties: Standard Contractual Clauses (India)
Microsoft	Microsoft 365	One Microsoft Place, South County Business Park, Leopardstown P521 D18, Dublin Ireland
Jimani Automatisering	Catering & entertainment reservation system	Kattendijksedijk 19 4463 AL, Goes The Netherlands

<b>Koole Controls</b>	Parks and facilities access check	Columbusweg 42 4462 HB, Goes The Netherlands
<b>CCV</b>	Payment processing	Westervoortsedijk 55 6872 AT, Arnhem The Netherlands
<b>Upta</b>	Point of sale system	Korte Eeweg 11 4424 NA, Wemeldinge The Netherlands
<b>Salesforce</b>	CRM system	Mission Street 415 (Salesforce Tower 3rd Floor) CA94105, San Francisco United States  Outside the E.E.A. Warranties: Standard Contractual Clauses (United States of America)
<b>HS Security</b>	Security	Mariapolderseweg 1 4493 PH, Kamperland The Netherlands
<b>SBeffect</b>	ICT support	Amundsenweg 51-53 4462 GP, Goes The Netherlands
<b>Stroel BVBA</b>	Development	Tramstraat 1 8680, Koekelare Belgium
<b>Sendgrid</b>	Email links (part of Twilio)	Dublin Landings, North Wall Quay 3, Dublin Ireland  Outside the E.E.A. Warranties: Standard Contractual Clauses (United States of America)
<b>Google</b>	Provider of various online tools	Gordon House, Barrow Street, D4, Dublin Ireland
<b>Gen25</b>	Salesforce implementation and support	Gustav Mahlerlaan 350-B 1082 ME, Amsterdam The Netherlands

<b>YourSocial</b>	Social media support and management	Georgia United States  Outside the E.E.A. Warranties: Standard Contractual Clauses (United States of America)
<b>Frontline</b>	Telephony	Lange Dreef 15 4131 NJ, Vianen The Netherlands
<b>InSocial</b>	Feedback software	Phoenixstraat 58 2611 AM, Delft The Netherlands
<b>Spyder Wheelz</b>	E-choppers	Duwboot 99 3991 CG, Houten The Netherlands
<b>Ingenico</b>	Payment Service Provider and terminals	Neptunusstraat 41-63 2132 JA, Hoofddorp The Netherlands
<b>Meta Inc.</b>	Social media	Grand Canal Square, Grand Canal Harbour 4 D02x525, Dublin Ireland  Outside the E.E.A. Warranties: Standard Contractual Clauses (United States of America)
<b>Debt collectors</b>		Depends on the debtor
<b>Europeesche Verzekeringen</b>	Cancellation insurances (part of ASR)	Archimedeslaan 10 3584 BA, Utrecht The Netherlands
<b>ABN Amro</b>	Payment and Receipt	Gustav Mahlerlaan 10 1082 PP, Amsterdam The Netherlands
<b>Local councils</b>	Concerns the local council the accommodation is located in	Depends on the accommodation
<b>Intercom</b>	Live chat	3rd Floor, Stephens Ct., 18-21 St. Stephen's Green Dublin 2, Dublin Ireland  Outside the E.E.A.

		Warranties: Standard Contractual Clauses (United States of America)
<b>Twitter Inc.</b>	Twitter	One Cumberland Place, Fenian Street Dublin 2 D02 AX07, Dublin Ireland
<b>Social 25</b>	Social media links	Gustav Mahlerlaan 350-B 1082 ME, Amsterdam The Netherlands
<b>Xenox</b>	Music computer	Lingedijk 80 4196 HC, Tricht The Netherlands
<b>Auth0 Inc</b>	Digital access security	100 First Street Floor 6 CA 94105, San Francisco United States  Outside the E.E.A. Warranties: Standard Contractual Clauses (United States of America)
<b>Bureau de Wit</b>	Food quality and incident investigation	Transistorstraat 20 1322 CE, Almere The Netherlands
<b>Customer Alliance</b>	Feedback tools	CA Customer Alliance GmbH Ullsteinstr. 130 Tower B 12109, Berlin Germany
<b>Genesys</b>	Telephony	Prins Bernhardplein 200 1097 JB, Amsterdam The Netherlands  Outside the E.E.A. Warranties: Standard Contractual Clauses (United States of America)
<b>Cloud Nine Digital</b>	Google Analytics	Johann Siegerstraat 24 1096 BH, Amsterdam The Netherlands

# Amendments to this Privacy Statement



Roompot is a dynamic organisation. This may impact your personal data. For instance, we may start processing more of your personal data, or for different purposes. However, we will always provide advance notice. We do so by making amendments to this Privacy Statement. Would you like to know when this Privacy Statement comes into effect? If you go right to the top of this statement, you'll see the start date listed.

## Your rights

If we process your personal data, you in turn are entitled to certain rights. Would you like to exercise these rights? If so, please get in touch with us, stating the right(s) you wish to exercise. Our contact details are listed at the bottom of this Privacy Statement.

Please be sure to clearly state your name. This will ensure we don't mistakenly adjust or delete data for another person. It may be the case that we aren't able or authorised to carry out your request. This depends on a number of issues. Which we will of course always notify you of. Would you like more information about your rights? If so, please visit the Dutch Data Protection Authority website.

As a rule, we will process your request within 1 month. Occasionally this may unfortunately take longer. In this instance we will notify you and explain why we need more time.

You are entitled to the following rights:

### Right of access

Would you like to know what kind of personal data Roompot processes about you? If so, you can submit a right to inspect this data. It's more than likely that we process different categories of your personal data. Or for several purposes. You may only wish to inspect some of the data processing. Please therefore clearly state exactly what it is you wish to inspect.

### Right to rectification

Has it transpired that your personal data held by Roompot is inaccurate, incomplete or irrelevant? If so, you can submit a request to have your data changed or supplemented. You can request rectification if your personal data is inaccurate, incomplete, irrelevant to the purpose for which it was collated or if we use your personal data in such a way that you believe contravenes legislation.

### Right to erasure

You can ask us to erase your personal data. However, we would like to stress that we most likely won't be able or authorised to erase all your personal data. We will however always keep you notified in this instance.

### Right to data portability

If Roompot processes your personal data you can exercise your right to data portability (transmission of personal data), as you have provided your consent to do so. Or in order to fulfil a contract with you. Please note: this only applies to data that we process digitally. So, not to hard copies.



### **Right to restrict processing**

In certain circumstances an organisation may no longer use your personal data. Nor can it (yet) erase the data either. In such an instance the organisation must temporarily cease using your personal data. This is known as the right to restrict processing. You can ask us to limit the processing of your personal data.

### **Right to object**

There are two situations in which you can ask Roompot to cease using your personal data. This is known as the right to object. Firstly, if we use your personal data for direct marketing purposes. Secondly, you can object against the use of your personal data based on your specific individual situation.

### **Right to revoke consent**

Does Roompot process your personal data based on your consent? If so, you can revoke your consent at any given time. We will no longer process your personal data from that moment on. Unless (other) reasons for processing your personal data prevail.

## **Technical and organisational provisions**

We deem personal data security to be paramount. We take the following steps to safeguard your privacy:

### **Technical provisions:**

- Access to your personal data is protected by a username (where feasible) and password, which is subject to a password policy.
- Access to personal data is protected by a username and a login token (where feasible).
- Upon receipt, personal data is saved in separate, encrypted folders.

### **Organisational provisions:**

- Access to files is restricted via roles & rights.
- We take physical steps, such as access protection locks for the systems storing personal data.
- Periodic review of the effectiveness of our provisions.



## Submitting a complaint



If you wish to submit a complaint about the use of your personal data please email: [privacy@roompot.nl](mailto:privacy@roompot.nl). We process submitted complaints in-house and communicate directly with you.

Moreover, you are at all times entitled to submit your complaint to the supervisory body. In The Netherlands that would be the Dutch Data Protection Authority.

## Contact details

Should you have any questions or wish to know what personal data we hold about you, please get in touch with us. The contact details are listed below.

Roompot  
Schuiverweg 2  
4462 HK, Goes  
The Netherlands  
E-mail address: [privacy@roompot.nl](mailto:privacy@roompot.nl)  
Telephone: +31 (0)88 0444 999