

PRIVACY POLICY



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Whenever you use the services of Roompot Vakanties, we need to register some of your personal details. It is our policy to handle your personal data with the utmost care and transparency. This privacy policy is designed to inform you for what purposes and in what way your personal data are processed.

This privacy policy applies to all personal data that are processed whenever you make a booking through us, make use of our services, visit our website or communicate with us. This privacy policy was last amended on 16 May 2018 and supersedes all previous versions of this privacy statement.

Who are we?

Roompot Vakanties is committed to providing you with the perfect holiday. Roompot Vakanties is the trade name of the private limited company Roompot Service B.V. Roompot Service B.V. has its registered office in Kamperland at Mariapolderseweg 1 (4493 PH).

What data do we collect and why?

Your personal data are primarily processed by us to provide you with a perfect holiday. We aim to build a lasting relationship with you as our customer, in order for us to continue to be of service to you in the future and provide you with offers based on your interests or past bookings.

Making a booking

Whenever you make a booking for one of the available accommodations offered by Roompot Vakanties, it is standard procedure to register the personal data you provide that are necessary to make the accommodation available to you. The accommodations are offered for rent by us, although some are also offered by our partners. This privacy statement will apply even in the event that you should make a booking through one of our partners. Once we have received your details, you will be sent a further reminder of the above, unless providing you with such a notification would require a disproportionate degree of effort on our behalf or the information is required to be kept confidential.

Booking details

Booking details include information about the holiday you have booked through us, such as the type of accommodation, date of arrival, departure date, persons in your group and

preferences. In order to process and confirm your booking, these data are registered in our booking system.

Name and address details

Your name and address details are required for us to enter your booking in our booking system and to register your details in the compulsory night register, but also, for example, to be able to fulfil the tourist tax declaration requirement. If we are unable to provide you with certain information by email, that information will be sent to you by post to the address you have provided. Such information includes personalised Keycard information, which is sent to you prior to your stay in some cases. This allows you to check in quickly and at a time of your choosing.

Telephone number and email address

Confirmations for bookings will be sent to the email address you have provided, alongside any interesting information about the park where you will be staying and its surroundings. Should we have any further questions for you shortly before your stay, we will contact you by phone.

Date of birth

Bookings can only be made by persons above the age of 21. By providing your date of birth, we are able to verify whether you are authorised to make a booking.

Bank account number

Payments for bookings can be made via our secure payment environment or via bank transfer. A deposit will be charged for most accommodations. Your bank account number will be registered solely for the purpose of transferring the deposit back to you. We are not, nor shall we ever be, able to deduct an amount from your account.

If you wish to pay by credit card, your details are passed on to the financial institution that processes the payment. We will not have access to your credit card details, but will be able to see that you have paid by credit card.

My Roompot

After you have booked a holiday through us, you will be able to activate a personal 'My Roompot' account. Your 'My Roompot' account will allow you to access and change your own details and, in addition, will allow you to manage your holiday affairs up to one day before arrival. In order to create this account, we register the information you provided when making the booking. 'My Roompot' also allows you to review past bookings.

Marketing

Newsletters

After you have made a booking with Roompot Vakanties or have subscribed to our newsletter via the website, we use your email address to be able to send you our (personalised) newsletters. These personalised newsletters are offers that relate to holidays that are similar to holidays that you have booked previously. Newsletters are sent out no more than twice a week. Whenever you receive one of our newsletters, we are able to see whether you have received the newsletter and whether you clicked a link in the newsletter.

We will ask you about your interests in relation to holidays. Naturally, you are not required to provide us with information regarding your interests. Using the interests you have provided and/or bookings you have made in the past, we ensure that targeted newsletters are only sent to you if they match your holiday needs. In this way, you do not receive an unnecessary number of email notifications. You can use the link in the newsletter to unsubscribe to the newsletter.

Ads on other platforms

Your email address is also used to show you advertisements on Facebook that match your interests. We are not able to see which ads are shown to any given person or whether a Facebook account is linked to your email address. Please let us know if you do not wish to be shown personalised ads on Facebook.

If you visit the Roompot Vakanties website, please be aware that we use cookies to show you personalised ads on other websites. Please read our Cookie Policy for more information.

Guest services

The members of our guest services team are happy to assist you should you have any questions regarding your booking or your stay. We have various channels available for you to get in touch.

Online

If you get in touch with us using the contact form on the website, your title, name and contact details will be registered. Only your name and email address will be registered regarding any questions you may ask via social media or using the online chat. The same applies for any messages you send us by email. We need to register these data in order to communicate with you. In addition, doing so allows us to retrieve your details and answer any questions you may have more quickly and more efficiently.

WhatsApp

You can also contact us via WhatsApp. In order to communicate via WhatsApp, your phone number is registered. Your telephone number and question are used to provide an accurate answer and are also used for training purposes.

By phone

Telephone conversations may be recorded for quality control and training purposes. Prior to the telephone conversation, you will always be notified of the fact that the conversation may be recorded. The recordings are retained for a brief period and are subsequently deleted automatically.

If you contact our guest service team, you will be asked a number of control questions, which are designed to ensure that your information does not fall into the hands of a third party.

Insurance

Roompot Vakanties offers customers the opportunity to purchase travel insurance and/or cancellation insurance for their stay. These products are offered in collaboration with Europeesche Verzekeringen. Europeesche Verzekeringen is ultimately the party with whom you, as the customer, purchase the insurance policy. This is why we pass on your details to this party to allow them to take out the insurance.

Improving our services

Your opinion is very important to us.

We are very interested to hear your experiences of the booking process and your subsequent stay. For that reason, you will be asked to take part in a survey after your booking has been processed, based on which we will be able to make improvements to the booking process. After your stay, you will receive a second request to complete a survey. Your review of your stay will be used internally to improve our services and will only be posted on the Roompot review platform with your consent. This platform includes the various websites of the Roompot group and the website of the FeedbackCompany.

Website use

Our website will automatically store certain information of customers who use our website. This may be information regarding what URL you used to visit the website, what URL you subsequently clicked, what browser you are using, your IP address, as well as the date and time at which you accessed our website. We also collect data about the hardware, software and internet browser you use.

We use this information as part of the normal usage and management of our website and can release this information in groups. This process renders it impossible to trace the details back to a certain user. We are not interested in data that reveal the identity of a visitor to our site. Roompot Vakanties is, however, interested in information that reveals something about the use of our site, such as number of visitors, peak hours and which pages get the most traffic.

Roompot Vakanties uses cookies and other technologies on its website. We would kindly refer you to our Cookie Policy for more information in this regard.

Analyses for management information

Finally, data such as the province and the country in which you reside, as well as the composition of your household, can be used to conduct analyses to obtain management information. Your data, however, will be fully anonymised and will not be able to be traced back to you.

Data received from third parties

Occasionally, we do not receive data from you directly, but rather from another party. For example, if you make a booking for one of our accommodations through one of our partners, this partner will pass on certain data about you to us. This allows us to register and process your booking. Questions or changes with regard to your booking or stay may also be passed on to us by our partners. Where reasonably possible, we will notify you of the receipt of such information.

All information we receive from third parties may be combined with information that has been provided by you.

On what basis do we process personal data?

When processing your personal data, we act in compliance with the rules set out by the General Data Protection Regulation. As such, there is always a basis that warrants the processing of your personal data. Your personal data are primarily processed in relation to making a booking. These data are required for us to execute the agreement between you and Roompot Vakanties. The same applies if you wish to take out insurance cover through us. If you do not provide us with the personal data required, you will not be able to make use of our services.

Roompot Vakanties has a legitimate interest with regard to the processing of your data within the context of improvements to our services, our marketing activities and contact with our guest services team. Nevertheless, in this regard, we have carefully considered the interests of you, the customer, and those of the organisation.

Furthermore, the processing of a number of your details is necessary in order for us to comply with a statutory obligation. For example, we are required by law to register some of your details in the night register.

In the event that we should require more details from you, we will always request your consent for such details.

With whom do we share your personal data?

We are required to register your name, place of residence, date of arrival and departure in the night register at parks that we manage privately. The municipality may request that we provide the data contained in the night register. In addition, under our obligation to declare tourist tax, we furnish the municipality with data such as your postal code, place of residence, date of birth, composition of your household, date of arrival and departure on an annual basis.

After you have made a booking, your details are passed on to the park where you will be staying, to allow the employees of the park to prepare to welcome you upon arrival. It may be that the park is operated by Roompot Vakanties, but the park may also be operated by a third party. We only, however, provide the personal data that are strictly necessary for the execution of the agreement. The same applies for cases where you book an accommodation through us that is offered by one of our partners.

We have outsourced the distribution and processing of the surveys to a professional third party. After you have made a booking, a limited amount of your personal data is passed on to this party to allow them to invite you to take part in a survey. Naturally, you are not obliged to take part. The survey that you have completed may be posted on the Roompot review platform with your consent. Reports are also shared with park managers and regional managers. These reports, however, do not contain any of your personal data.

We make use of the services of third parties, such as IT providers, for the management of our systems and the provision of services. We ensure that these third parties handle your personal data in an appropriate and diligent manner if and insofar as they have access to such data.

Should you take out insurance cover via Roompot Vakanties, then the data necessary to take out the insurance cover are passed on to Europeesche Verzekeringen. This is the party with whom the insurance cover is ultimately taken out and who shall also assess any damage claims.

Your email address may be shared with Facebook to allow targeted ads to be shown to you on Facebook.

In the unlikely event that you should fail to pay any outstanding invoices on time, we will be forced to transfer the claim to a debt collection agency or to a bailiff. The personal data required to ensure the claim is collected are passed on to the debt collection agency or to the bailiff.

Any data collected via cookies may be shared with the parties who have placed these cookies. Please read our Cookie Policy for more information.

How long are your data retained?

Your personal data are retained for no longer than is necessary to realise the objectives that are included in this Privacy Policy, unless we are required to retain such data for a longer period of time pursuant to a statutory obligation.

We are committed to building a long-lasting relationship with you, our customer. Your personal data will be anonymised upon termination of this relationship.

Any communications with our guest services team will be deleted within a year after the communication took place, unless the content of the message may be crucial to your booking or to potential future bookings. Telephone conversations will be deleted within three months.

Any reviews that you may have posted on our websites will be retained for no longer than two years after the review was posted.

How are your personal data protected?

Roompot Vakanties has put technological and organisational security measures in place to protect your personal data against loss or unauthorised use, such as unauthorised access to the data. These measures take into account the state of the art and the implementation costs, allowing us to guarantee an appropriate level of security, given the risks that the processing of personal data and the nature of the personal data to be processed entail. Our policy is designed to ensure that the only persons who have access to your personal data are employees who actually require such access for the performance of their duties.

What are your rights?

The right of inspection and the right to rectification, restriction of processing and erasure

In the event that your personal data are processed by Roompot Vakanties, you are entitled to receive a copy of the data that have been collected about you. You are also entitled to receive your data in a structured, commonly used and machine-readable format. Please direct any such requests to the following email address: privacy@roompot.nl. Or submit your request to us by post at Roompot, P.O. Box 12, 4493 ZG Kamperland. Roompot will respond to your request within one month of receipt.

'My Roompot' also gives access to your personal data and allows you to make any corrections.

If the statement shows that your personal data are incorrect or incomplete or if, in your opinion, in consideration of the purpose of the registration, you feel that certain data should not be included in the Roompot Vakanties database, then you may request that Roompot amend, delete or restrict these data. In addition, you have the right to object to the processing of your data. Such requests can likewise be directed to the email or postal address listed above.

Should you request that we amend or delete information that is necessary for the execution of the agreement, this may result in your no longer being able to use our services.

Right to withdraw consent

If you have consented to the processing of your personal data, you have the right to withdraw that consent at all times. We will then cease to process the personal data that were processed based on your consent.

Complaints

If you have any complaints about the way in which your personal data are handled, please let us know by sending us an email (privacy@roompot.nl) or contacting us by post (Roompot, P.O. Box 12, 4493 ZG Kamperland). We will do our very best to address your complaint. You also are entitled to submit your complaint to the national supervisory authority, the Dutch Data Protection Authority.