

The protection of your privacy is paramount to us. We process and secure your personal data with the utmost care. This applies to both the data of (former) tenants and residents and the data of prospective tenants and buyers.

To rent out houses and provide services, Lefier requires certain data. The registration and processing of this data takes place in accordance with the General Data Protection Regulation (GDPR). This is European-wide privacy legislation. Lefier has drawn up privacy regulations that comply with this. In these regulations, we inform you of how Lefier handles personal data. The regulations also guarantee the rights of all involved.

The General Data Protection Regulations require that data is processed

- properly, carefully and transparently,
- and lawfully.

The data is processed for a specific purpose, as described in these regulations. Data processing will not go beyond what is necessary for the purpose for which the data was supplied.

What is personal data?

Personal data is any data that can be traced back to a (living) person. Anonymous data is therefore not personal data and is not taken into account in these regulations.

What is data processing?

Processing personal data includes the collection, recording, organisation, structuring, storage, adaptation or modification, consultation, use, disclosure by forwarding, dissemination or otherwise making available, alignment or combination, blocking, erasing and destruction of data.

What personal data do we use to provide our products and services?

If you rent or purchase a house through Lefier, we require your personal data. We use this data to fulfil our agreements with you. We also use this personal data to comply with our legal obligations.

We process the following data:

Name and contact details

This includes your full name and address, date of birth, email address and telephone number.

Payment details

This includes your payment details (bank account details, credit card number), payment history and income details (wage slip, annual statement).

Additional personal data

- Data required to assign you a specific type of house to rent. This includes your WoningNet data, medical data and household data (how many and which people you live with).
- Data required for the fulfilment of the agreements between you and Lefier, such as your behaviour as a tenant and landlord statement from your current landlord.
- A colour copy of your ID (your photo and Social Security number may be redacted if so desired). We use this copy for identification purposes. The copy is destroyed after checking.

What do we use your data for?

The personal data we collect always serves a purpose as described by Lefier and is only collected for the following purposes:

- Processing your personal data when registering as a customer with Lefier.
- Enforcing the Tenancy Agreement; letting the property to the customer.
- enforcing the Purchasing Agreement; selling the property to the customer;
- the use of customer service by the customer;
- calculation and recording of income and expenditure and making payments;
- claims collection, including assigning those claims to third parties;
- management, maintenance and repair of movable and immovable property to be rented and let;
- processing complaints and disputes;
- conducting an audit;
- internal administration activities;
- tackling housing fraud and disturbances;
- improving the liveability in and around the property;
- implementing second chance policy and housing opportunity;
- if an incident has been recorded on camera (such as theft, for example), Lefier stores the footage until the incident is settled;
- customer research to improve service, for example;
- market research;
- newsletters and communication;
- compliance with legal obligations;
- any other activities where personal data is processed.

Are you obliged to provide personal data?

Personal data will only be requested and processed by Lefier if one of the following principles has been met:

- You have given us your consent;
- Processing is necessary to enforce a contract;
- Processing is necessary to comply with legal obligations;
- Processing is necessary to address a serious risk to the health of the data subject;
- Processing is necessary to comply with public law duties;
- Processing is necessary for the legitimate interest of the person responsible of the data or of a third party.

Who is responsible for the data?

Lefier is responsible for processing all data in accordance with the GDPR. Lefier is responsible for processing personal data. Lefier defines the purpose and means for the processing of personal data.

Do we share data with third parties??

We only share personal data with third parties if this is necessary to carry out agreements made or if this is required by law, for example in the event of suspected fraud or tenant abuse.

Lefier shares personal data with organisations involved in the execution of the rental or sales agreement. The repair or maintenance of your residence is regularly carried out by (permanent) contractors. To be able to do the work, we give your name, address, telephone number and/or email address to the contractor to make an appointment with you.

Lefier sometimes works with a care institution or the police. This is most often in the event of disturbances or fraud. For sharing data with third parties, Lefier has drafted a covenant that sets out which personal data will be shared, for what purpose and how this data will be handled. Lefier also uses various software programs. The suppliers of these programs have access to the personal data and make backups for us. Lefier ensures that the exchange of information falls within the legal frameworks. This means, among other things, that organisational and technical measures have been taken to assure customers that privacy is guaranteed.

Do we have cameras in our buildings?

Some Lefier buildings and parking garages are equipped with cameras. The cameras are there to provide increased security, protect residents and their properties and prevent disturbance, crime and vandalism. We always announce the use of cameras with a sticker or informational sign. We handle all footage with care; the agreements are in the Lefier camera protocol, and Lefier complies with the legal requirements regarding camera surveillance.

How do we secure your data?

Lefier implements appropriate technical and organisational measures to protect personal data against loss or unlawful processing. These measures ensure a level of security appropriate to the risks presented by the processing and the nature of the data to be protected, taking the level of technology and the costs of implementation into account. Examples of these measures are the duty of confidentiality and training of our employees in the area of privacy. If we transfer your personal data to third parties, such as the processors, we ensure that these organisations apply the same standards.

What rights do you have regarding the processing of your personal data?

Lefier believes it is important that customers can properly exercise their rights according to the law. These rights include the right to information, access, correction, deletion, restriction of processing, data portability, objection and withdrawal of consent.

Your request will be honoured as soon as possible, but no later than one month after receipt of the request.

Any requests must be submitted to Lefier in writing. If the person concerned is younger than 16 years of age or does not have the capacity to act, the request must be submitted by their legal representative. You must be able to provide Lefier with proper identification to submit a request.

How long do we keep your data?

Personal data is not stored longer than necessary. How long this is depends on the purpose of processing the personal data.

How can you contact us?

If you have any comments, complaints or questions, please feel free to contact Lefier's Data Protection Officer. (email: FG@lefier.nl). The Data Protection Officer is responsible for, among other things, the internal supervision of our privacy policy.

We are also available by phone.

Lefier
P.O. box 2102
7801 CC Emmen
T 088 2033000
www.lefier.nl

How can I file a complaint?

Lefier does everything in its power to deliver good products and services. Nevertheless, you may be unsatisfied.

Do you have a complaint about the use of your personal data? If, for example, you feel that Lefier has not been careful with your personal data, or you have requested access or a correction made to your personal data, but you are not satisfied with the response, please contact Lefier's Data Protection Officer at FG@lefier.nl to file a complaint.

Lefier will decide what to do about the complaint within one month of receiving the complaint. The decision will include Lefier's reasoning. In addition to the person involved, interested parties—such as the third party from whom you obtained the data—can submit an appeal to the District Court within six weeks of receiving the decision.

You can also file a complaint with the Personal Data Authority if it concerns the protection of personal data. To do so, visit: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>

When do these regulations take effect?

The regulations take effect on 25 May 2018, for an indefinite period.