



HOTEL JANSEN PRIVACY STATEMENT

25 May 2018

1. Introduction

Hotel Jansen operates activities in the business of hospitality, which includes offering hotel rooms and food & beverage facilities. Hotel Jansen takes the privacy of our guests and the users of our website at any moment during their Hotel Jansen Experience very seriously. We treat all personal data and all the information we collect from you, our guest, with great care and we always act in accordance with the international privacy laws and legislations. This privacy statement is designed to fully inform you about our privacy practices including the collection of personal data, how we use it and the rights that exist for you to fully be in control of your data.

2. Who we are

This Privacy Statement applies to the processing of personal data by or on behalf of OVER DE VECHT BEHEER BV, operating under its hotel brand known as Hotel Jansen. OVER DE VECHT BEHEER BV is a limited liability company registered under the laws of the Netherlands with its statutory seat in Utrecht, the Netherlands, and its office at Orteliuslaan 13 (3528 BA UTRECHT), registered with the Dutch Chamber of Commerce under number 30012899. OVER DE VECHT BEHEER BV is the legal entity that acts as the primary data controller for all activities.

3. Changes

We may change this Privacy Statement to reflect changes at any time. The most recent version of the Privacy Statement is reflected by the version date located in the right bottom of this document. All updates and amendments are effective immediately upon notice, which we may give by posting a revised version of this Privacy Statement to our website.



4. Which personal data do we process and for which purpose?

The type of data that Hotel Jansen collects and uses depends on the type of service you have signed up to. We collect and use your personal data in different stages and on different moments:

1. when browsing the hoteljansen.nl website
2. when registering for a short stay room at Hotel Jansen
3. when booking a room via our booking office through Reflex Booking
4. after booking and payment, but before, during and after your stay at Hotel Jansen

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1. when browsing the hoteljansen.nl website

When you visit our website, we collect information about your browsing activity when using our website. Hotel Jansen uses Google Analytics to help us analyse how you use our website.

2. when registering for a short stay room at Hotel Jansen

When you register for a room, we need to know who we are dealing with before we can determine if you are eligible to stay with us and for how long. We need your full name, your home address, your nationality, your date of birth, your email address, your telephone number, information on where you study or work and the dates you prefer to stay with us. This information will be used to review your booking request and to determine whether we can offer you accommodation and for which period. You will either receive a confirmation e-mail with a booking link via our booking office (step 3), or we will inform you via e-mail that we cannot comply with your request.

3. when booking a room via our booking office through Reflex Booking

In case we have availability in short stay for the period requested and you are eligible to stay with us, you will receive a booking link that takes you to our reservation software Reflex Booking. Via Reflex Booking we ask for your name and relevant contact details. This information will be used and is necessary to process the reservation, for billing purposes



and to allow us to communicate with you about your reservation. This will eventually lead to a confirmation mail with the details of your booking and in which we ask for your (initial payment).

When you book a hotelstay room directly via our website (directly in Reflex Online), you provide us with your name, e-mail address, reservation details and preferences. This information will be used for processing the reservation, billing purposes and to allow us to communicate with you about the reservation.

4. after booking and payment, but before, during and after your stay at Hotel Jansen

When you are coming to stay in our short stay rooms, you will receive a series of mails and surveys before, during and after your stay with us.

- before your arrival, we ask you:
 - what your exact date and time of arrival will be, so we can prepare for your arrival
 - what your telephone number is during your stay with us, so we can contact you
 - whether you want to register with the city of Amsterdam in order for us to determine whether you need to pay tourist tax (GBA)
 - a proof that you are studying or working in Amsterdam, so we know that you are actually eligible to stay with us
 - information on the person(s) to contact if something happens to you or if we can't reach you

- during your stay with us, we ask you:
 - to connect to our Facebook Hotel Jansen Family page in order for us to inform you about practicalities during your stay, invite you for events and parties, et cetera.
 - within three weeks after arrival a proof of registration with the city of Amsterdam (in case you indicated that you were going to register) in order for us to know if it will be necessary to charge you with tourist tax
 - 14 days prior to your departure the exact date and time you want to check out in order for us to prepare your check out properly and prepare a meeting with you



- 14 days prior to your departure we need proof of your de-registration from the GBA or a confirmation of a registration on your new address in Amsterdam in order to make sure you are not illegally registered in our hotel. If you wish us to deregister you with the city of Amsterdam we ask for a copy of your passport or ID
- your bank account details in order for us to process the return of your deposit into your account

- after your stay with us, we ask you:
 - 7 days after your check out, we send you our Customer Satisfaction Survey in order for us to understand how we can improve our service offered.
Furthermore, after what we hope is only your first Hotel Jansen experience we will continue to store all your personal data collected in a profile. Should you return to Hotel Jansen in the future, we want to be able to offer the best possible service, including the ability to customise your stay based on your previous experience.

Before, during and after your stay with us, we (can) use your email address and/or telephone number for communication between you and Hotel Jansen staff. Our booking department can contact you with questions or issues regarding your reservation, payments, et cetera. Hotel Staff can contact you during your stay with all kinds of practical issues, like maintenance requests et cetera.

Hotel Jansen does not use your information provided to perform marketing activities, nor do we share it with partners. Your data is exclusively used for all issues regarding your stay with us.

5. Legal grounds for the processing activities identified.

1. based on the contractual agreement

- to manage your booking through any of the channels provided to this effect and to process your registration as Hotel Jansen guest, and for the subsequent business relation with you, as well as



- managing, maintaining and effectively controlling the relation resulting from having contracted the Hotel Jansen services.
- to manage guests stay at Hotel Jansen, in addition to providing the services requested during their visit, which includes, among other aspects, preparation of the visit and dealing with any requests made during their stay.

2. based on legal obligations

- notify the public authorities or regulatory or government bodies in those cases where it is necessary to do so under law, local by-laws or in compliance with regulatory requirements.

3. based on Hotel Jansen legitimate interests

- create profiles based on the personal data available to Hotel Jansen to ascertain the goods and services most appropriate to your profile, thus maximising their results and in this way offering you the best of any services of interest to you
- to carry out customer satisfaction surveys to assess your satisfaction so that Hotel Jansen can improve its processes and services.
- to manage, process and respond to any possible complaints or claims.

6. Who has access to your personal data?

We handle your personal data discreetly and will process the personal data only for strictly our own purposes. We will never give or sell your personal data to third parties without your explicit consent. We will only transfer your personal data to third parties if it is necessary for us to fulfil our contractual obligations towards you or when it is necessary to perform functions you have granted consent for us to do so. The third parties we work with are bound by the same conditions toward you and your personal data as written in this privacy statement.

7. WHO HANDLES YOUR PERSONAL DATA?

Our staff handles your personal data discreetly and will process the personal data only for our own purposes. We will never sell or give your personal data to third parties without explicit prior consent. We will only transfer your personal data to third parties if it is necessary for us to fulfil our contractual obligations towards you. The third parties we work



with are bound by the same conditions toward you and your personal data as written in this privacy statement. We may also provide your data to third parties if we are obliged to do so under national or international laws and regulations.

9. YOUR RIGHTS

We want to make sure that you are fully in control of your personal data. You have multiple rights and we want to ensure they are respected. If you want to know what personal data we have collected and/or processed from you, or if you wish to exercise any of the rights listed below, please make your request by sending an e-mail to: booking@hoteljansen.nl. Please state clear in the subject heading what type of request you are making, inclusion as much detail as you can to assist us complete your request as quickly as possible.

1. right of access

If you want to know what personal data we have collected and/or processed from you, you can request Hotel Jansen to provide an overview.

2. rectification

If you believe that the personal data that we process is incorrect, inaccurate or incomplete, you may ask us to change or remove such personal data.

3. erase (right to be forgotten)

If you want us to remove the personal data we have collected and/or processed from you, you can request Hotel Jansen to erase your personal data.

4. restriction

Instead of requesting erasure, you may also request us to restrict the way we are processing your personal data. Restriction can be requested i.e. in case the personal data is inaccurate, unlawful, or pending a decision of a complaint lodged by you. If you restrict us from processing, we will only further process your data with your consent.



5. object

You have always the right to object against the processing of your personal data by Hotel Jansen. If it concerns a processing activity that requires consent you are always entitled to remove your consent.

6. right to contact the supervisory body

If you believe your data request is not being handled correctly you are entitled to contact the national data supervisory board. The appropriate authority in the Netherlands is: Autoriteit Persoonsgegevens, postbus 93374, 2509 AJ DEN HAAG

9. HOW DO WE PROTECT YOUR DATA?

Hotel Jansen takes all necessary technical and organisational measures to protect your personal data against loss or any form of unlawful use of any third party. A strictly limited number of people have access to your personal data, and access to your personal data is only granted when explicitly needed to provide our services to you. Additionally Hotel Jansen has agreements with all 3rd party vendors, software companies, internal staff and contractors on security of data. We make use of sophisticated firewalls and anti virus programs to protect your data from breaches by third parties.

7. QUESTIONS

In case you have any questions with regard to this Privacy Statement, you may send an e-mail to booking@hoteljansen.nl