

Privacy Notice

provided by Natuurhuisje B.V.

Last updated: August 2023

Privacy Notice

1 Who are we and what do we offer?

We are Natuurhuisje B.V. (**Nature House**). We provide an online **Platform** on which **Landlords** can offer unique places to stay surrounded by nature, and potential **Guests** can search, find and book such places. In addition, **Hosts** can offer activities in nature and potential **Participants** can search, find and book such activities.

The Platform is available through our **Website**: www.natuurhuisje.nl / www.nature.house / www.natuurhuisje.be / www.maisonnature.be / www.naturhäuschen.de / www.maisonnature.fr / www.casanelanatura.it. The use of the Platform and our Website collectively: our **Services**.

2 Privacy Notice

This is our Privacy Notice. In this document we explain what kind of Personal Data we collect via our Services. We also explain what role we have in the processing of Personal Data, how long we retain them and what rights you have as a data subject.

3 Personal Data and the Privacy Legislation

We are all about respecting your privacy and protecting your Personal Data. We process **Personal Data**. Personal Data means all information by which a person can be directly or indirectly identified – in line with the definitions of the General Data Protection Regulation (**GDPR**) and other relevant legislation on the protection of Personal Data (collectively referred to as the **Privacy Legislation**).

4 Our role as (Joint) Controller

We collect and process the Personal Data in the context of our Services. We determine the purposes and means of these processing activities. This means we act as Controller within the meaning of the Privacy Legislation.

There may be specific processing activities for which we act as joint controller together with Nature.House B.V. (an entity of the Natuurhuisje group). These processing activities are mentioned under paragraph 8. Should you have any questions or requests concerning these processing activities, please contact the customer support team of Nature.House B.V. by using the contact details at the bottom of this Privacy Notice. If you, despite the aforementioned, still wish to contact Natuurhuisje B.V., please see the contact details below:

Natuurhuisje B.V

Emmastraat 6B, 4811AG Breda

T: 085 888 333 7

E: info@nature.house

Chamber of Commerce: 83200576

VAT number: NL8557.49.957.B.01

5 What Personal Data do we collect as Controller?

As the Controller, we may process your Personal Data in different contexts.

We may process your Personal Data if you are our Landlord, as well as if you are our Guest. Finally, we may process your Personal Data as a User of any of our Services.

If you are a (potential) **Landlord**, we may process the following Personal Data:

(Personal) Data:	Purpose(s):	Legal basis:
Account details Name, date of birth, email address, password, telephone number of (company of) you, and other relevant (corporate) information.	We use these data to: - register your account and provide you with access to your account;	We may process these Personal Data in order to (possibly) enter into, or to perform an existing contract . If you choose to log in via your social media account,

Please note: if you choose to log in via third-party account(s) (such as a social media or Google account), you authorize us to process your Personal Data linked to this account (such as your name and email address).	<ul style="list-style-type: none"> - assess whether you are a proper match for Nature House; - provide your contact details to the Guest; and - provide you with an overview of your places to stay as part of our Services. 	we may process these data from this social media account because we have your permission .
<p><i>Uploaded content:</i></p> <p>Picture's, descriptions and other content you upload / we upload on your behalf on the Platform.</p>	<p><i>We use these data to:</i></p> <ul style="list-style-type: none"> - assess if your place to stay may be offered on the Platform; - technically support the booking (or cancellation) between you and the Guest; - register your offers and sellings on the Platform; and - provide Guests with information about the place to stay and related services provided by you. 	We may process these Personal Data, because we need these Personal Data to perform our contract with you.
<p><i>Payment and tax details</i></p> <p>Name and address of (the company of) Landlord, contact details of our contact person, invoicing details, birthdate of Landlord if applicable, financial account identifier, tax identification number, business registration number if applicable and VAT identification number if applicable.</p>	<p><i>We use these data to:</i></p> <ul style="list-style-type: none"> - process and administer payments; - include in our (financial) administration to comply with tax regulations. - include in our financial report to the tax authority on activities on our platform 	<p>We may process these Personal Data, because we need these Personal Data to perform our contract with you.</p> <p>We are also legally obligated to process and/or share (some of) these data for/with the national tax authorities.</p>

If you are a **Guest**, we may process the following Personal Data:

(Personal) Data:	Purpose(s):	Legal basis:
<p><i>Account information:</i></p> <p>Name, date of birth (needed for insurance), e-mail address, password, address, postal code, city and country, telephone number.</p>	<p><i>We use these data to:</i></p> <ul style="list-style-type: none"> - register your account and provide you with access to your account;and - provide you with an overview of your bookings and favorite residences as part of our Services. 	We may process these data because this is necessary to perform our contract with you, i.e. to provide you the Services available through our Platform.
<p><i>Booking information</i></p> <p>Name, date of birth, e-mail address, password, address, postcode, city and country, telephone number, location of residence(s) booked, check-in time, check-out time, price of the booking and other relevant booking information.</p>	<p><i>We use these data to:</i></p> <ul style="list-style-type: none"> - technically process the (cancellation of the) booking between you and the Landlord; and - provide you with a confirmation of the places to stay and/or cancelled by you. 	We may process these Personal Data, because we need these Personal Data to perform our contract with you.

<p><i>Payment information:</i></p> <p>Name, email address, invoicing details.</p>	<p><i>We use these data to:</i></p> <ul style="list-style-type: none"> - send you invoices, payment links and payment reminders; - process and administer payments; - maintain our list of accounts receivable and outstanding invoices; and - include in our (financial) administration to comply with tax regulations. 	<p>process these data, because we need these Personal Data to perform our contract with you.</p> <p>We are also legally obligated to share (some of) these data with the national tax authorities.</p>
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Personal Data we may process of **all Users**:

(Personal) Data:	Purpose(s):	Legal basis:
<p><i>Technical information:</i></p> <p>Information on your device type, browser type, session date and time, IP address and browser type.</p>	<p><i>We use these data to:</i></p> <ul style="list-style-type: none"> - communicate in the same language of the browser; - adapt our Website to the used device; - enable you to use our Website; and - improve the usability of our Website. 	<p>We may process this data because we have a legitimate interest to do so, i.e. to provide you with a good functioning Website and improve our Services for our Users.</p>
<p><i>Via our social media pages:</i></p> <p>Information of visitors who leave a comment or otherwise post something on our social media pages, including the Personal Data within these comments and/or posts.</p>	<p><i>We use these data to:</i></p> <ul style="list-style-type: none"> - contact the visitors in reply of their post and/or comment via our social media pages; and - process the feedback left on our social media pages. 	<p>We may process these Personal Data, because we have a legitimate interest to process these data and because the visitors voluntarily made public such information.</p> <p>Our social media pages are also controlled by the social medium itself. Please check their own privacy notices, to see how each social medium handles Personal Data:</p> <p>LinkedIn: Privacy Notice</p> <p>Facebook: Data Notice</p> <p>Twitter: Privacy Notice</p> <p>Instagram: Privacy Notice</p> <p>Pinterest: Privacy Notice</p>
<p><i>If you contact us:</i></p> <p>Your name, email address and/or telephone number (depending on how you contact us), and the content of the correspondence between you and us.</p>	<p><i>We use these data to:</i></p> <ul style="list-style-type: none"> - answer your questions and/or handle any complaints; - support you in using our Services; and - improve our Services as a result of questions and feedback from you. 	<p>We may process these data, because we have a legitimate interest to contact and assist you based on your comment or question and to improve our Services as a result of the questions and feedback we receive.</p>

<p><i>If you subscribe to our newsletter:</i></p> <p>Name, surname and email address</p>	<p><i>We use these data to:</i></p> <ul style="list-style-type: none"> - send you our newsletter and keep you informed on all our (future) Services. 	<p>We may process these data, if you gave us your consent to do so (by subscribing via our Website).</p> <p>We may send our Users – who paid for our Services – newsletters, because we have a legitimate interest to do so.</p> <p>In every newsletter there is a link via which you can unsubscribe.</p>
<p><i>Services history:</i></p> <p>Information on the history of Services already rendered to the User.</p> <p>This includes, among other things, information about earlier correspondence and (technical) reports on rendered Services.</p>	<p><i>We use these data to:</i></p> <ul style="list-style-type: none"> - identify your history of Services used; - improve further Services we provide to our Users. 	<p>We may process these Personal Data because we have a legitimate interest to process these data in order to provide our Services.</p>

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Cookies

We may use functional, tracking and/or analytical cookies on our Website. A cookie is a simple small text file that can be stored in your device when visiting the Website. This text file identifies your browser and/or device. When visiting our Website again, the cookie ensures that your browser/device is recognized.

For more information on our use of cookies, please refer to our cookie statement: <https://www.natuurhuisje.nl/cookies>.

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How long do we keep the Personal Data?

We will not process or store any Personal Data that we do not need. We store Personal Data for as long as we need it for the above purposes, unless we are legally obliged to retain the Personal Data for a longer period. In this respect, we apply the following retention periods:

- **Account data** | Your account data as User is retained as long as your account is activated and will be deleted within six (6) months after the deactivation of your account (unless stated otherwise below).
- **Landlord content** | We retain the content provided by Landlord until the Landlord requests to delete the content on the Platform, or if the Landlord deleted his/her account.
- **Newsletters** | We retain the Personal Data used for sending newsletters until you unsubscribe from our newsletter.
- **Personal Data in our correspondence** | These data are stored for 1 year or as long as necessary to handle your message/question/complaint.
- **Personal Data in our records for the tax authorities** | These data are stored for seven (7) years, unless we are legally obliged to retain the data for a longer period.
- **Other information** | We store other Personal Data only for as long as it is necessary for the purposes. These data are deleted as soon as it is no longer necessary for the purposes for which we processed it.

After expiry of the aforementioned retention period(s), we may process and retain certain Personal Data to comply with legal retention obligations and/or for fraud/misuse investigations or to substantiate a (judicial) claim. In such events, we will retain the Personal Data separately and only use such Personal Data for the aforementioned purposes.

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Do we share your Personal Data with others?

Processors

We use third parties (**Processors**) who support us in providing our Services. Within this context these Processors receive Personal Data from us which they process by our order. We use, for instance, Processors for customer support, hosting our data, managing our booking processes, marketing, tracking online behaviour and sending newsletters.

These Processors may only use or disclose the data collected and processed by us within the scope of this Privacy Notice and under no circumstances for other purposes. We enter into a data processing agreement with all of our Processors in accordance with the Privacy Legislation.

External Controllers

In addition, some of the Personal Data may be processed by other controllers (**External Controllers**):

- Payments on the Platform will be processed by Online Payment Platform and the specific third-party payment provider that you choose, such as Visa, MasterCard, Maestro, PayPal and Apple Pay.
- We share our financial administration with the national tax authorities, because we are legally obliged to do so.

Any Personal Data provided to these External Controllers will be processed in accordance with their own privacy policies.

We also provide the name, date of birth, email address and booking information of Guests to Landlords so that such Landlords can process the (cancellation of the) bookings by such Guests. In addition, we share the name, email address and/or telephone number of Landlords and the content uploaded on the Platform by Landlords with Guests to provide Guests with information about the places to stay and related services provided by the Landlords.

Joint Controllers

With regard to some of your Personal Data, we (Natuurhuisje B.V.) and Nature.House B.V. jointly determine the purposes and means of the processing. Natuurhuisje B.V. and Nature.House B.V. therefore qualify as **Joint Controllers** in accordance with Article 26 of the GDPR. In this regard, the following aspects are important for you to know:

- ✓ **Joint Controller Agreement** | We have defined the respective responsibilities, roles and relationships with Nature.House B.V. in a mutual arrangement within the meaning of Article 26 of the GDPR. In this arrangement, we have agreed, among other things, that each entity is responsible for fulfilling the obligations arising from the GDPR.
- ✓ **First point of contact** | We have agreed that Nature.house B.V. will be the first point of contact for your rights (as described in this Privacy Notice). Where appropriate, Natuurhuisje B.V. or Nature.House B.V. may refer you to the other party, if you can exercise your rights more quickly or effectively with the other party.
- ✓ **Transfer & further processing** | As part of this joint controller relationship, Nature.House B.V. (your former contract party) has transferred Personal Data to Natuurhuisje B.V. (your current contract party). Natuurhuisje B.V. will further process these Personal Data in accordance with the provided information in paragraph 5. The Personal Data subject to this transfer are the following Personal Data:
 - o Name, date of birth, e-mail address, address, postcode, city and country, telephone number, payment details, account information, booking information, information about your surfing behaviour on the Websites.
 - o These Personal Data are transferred on the basis of the performance of the contract with you and Nature.House B.V. (which has been taken over by Natuurhuisje B.V. as of July 1, 2021), for the purposes as specified in this Privacy Notice.
 - o Name, surname and e-mail address. These Personal Data are transferred based on the 'legitimate interest' of Nature.House B.V. to inform you about the Services by means of newsletters.
- ✓ **Maintenance of access** | Nature.House B.V. still maintains access to the Personal Data transferred, for the purposes as specified in this Privacy Notice.

Apart from the above, we will not share your Personal Data with third parties, unless we are legally obliged to do so.

9 Export of Personal Data outside the European Union

We may transmit Personal Data to parties outside the European Union, if one of our (sub-)Processors is established outside the European Union. The Personal Data will only be transferred to countries and/or parties that provide an adequate level of protection in accordance

with the European standards. You contact us if you wish to receive more information or a copy of the safeguards we take in this scope where necessary.

10 **Third party websites**

You may find advertising or other (hyper)links on our Website that link to the websites, products and services of partners, suppliers, advertisers, sponsors, licensors or other third parties. We do not control the content or the links that appear on these websites and we are not responsible for the practices employed by websites linked to or from our Website. In addition, these websites, products and services, including their content and links, may be constantly changing. These websites, products and services may have their own privacy notices, user terms and customer service policies. Browsing and interaction on any other website, including websites that are linked to or from our Website, are subject to the terms and policies of that website.

11 **Changes of the Privacy Notice**

The Privacy Notice may be changed from time to time. Please check our Privacy Notice frequently. The new Privacy Notice will be effective immediately upon posting on our Website. If we change our Privacy Notice significantly, then we will state so on our Website together with the revised Privacy Notice.

12 **Your rights as a data subject and our contact data**

You have the right to ask us for access to your Personal Data or to correct or supplement it. Under certain circumstances you can also ask us to delete your Personal Data, to limit its processing or to exercise your right to data portability.

You may also object to:

- the processing of your Personal Data on the grounds of a legitimate interest for reasons that concern you specifically;
- the use of your Personal Data for direct marketing, for instance for our newsletter. If you object to the processing of your Personal Data for direct marketing, we will no longer use your Personal Data for that purpose.

Below is a more detailed description of the other rights:

Right of access	You can ask us for access to your Personal Data and certain other information.
Right to rectification	You have the right to have your Personal Data corrected if it is incorrect or incomplete.
Right to erasure	This right is also known as ‘the right to be forgotten’. Under certain circumstances, you may ask us to erase or remove your Personal Data.
Right to restriction of processing	Under certain circumstances you have the right to restrict the processing of your Personal Data. Where processing has been restricted, we may still store your Personal Data, but not use it.
Right to data portability	Under certain circumstances you have the right to obtain and reuse your Personal Data

	in a structured, commonly used and machine-readable format.
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If our processing of your Personal Data is based on consent, you also have the right to withdraw your consent at any time, without affecting the lawfulness of processing based on consent before its withdrawal.

You can send a request to exercise your rights to info@nature.house. We may ask you for additional proof of your identity to make sure that you made the request. This is to protect your privacy.

You are always entitled to file a complaint with a data protection supervisory authority if you believe that we are not processing your Personal Data in accordance with the GDPR. In the Netherlands, the supervisory authority for data protection is:

Autoriteit Persoonsgegevens

Website: <https://www.autoriteitpersoonsgegevens.nl>

If you have questions or concerns about this Privacy Notice or your privacy, you can contact us at info@nature.house.

Nature.house B.V.

Emmastraat 6B, 4811AG Breda
The Netherlands

T: 085 888 333 7

E: info@nature.house

Chamber of Commerce: 64627276

VAT number: NL8557.49.957.B.01