

**MAKELAARS ASSOCIATIE**

MEER KENNIS IN HUIS

Privacy Statement Makelaars Associatie Nederland bv, Makelaars Associatie Verhuur bv, and Makelaars Associatie Vastgoedmanagement bv

You are dealing with **Makelaars Associatie Nederland bv**, **Makelaars Associatie Verhuur bv**, hereafter called **Makelaars Associatie** and **Makelaars Associatie Vastgoedmanagement bv** hereafter called **Makelaars Associatie VGM**.

Makelaars Associatie is a NVM estate agent. Makelaars Associatie is a NVM estate agent/valuer. Makelaars Associatie VGM is a real estate manager affiliated with Vastgoedmanagement Nederland (VGM NL).

This privacy policy explains how your data is dealt with. Wherever this policy says 'NVM estate agent', **Makelaars Associatie** is intended. This policy also explains what data is shared with NVM/brainbay and what NVM/brainbay does with this data.

VGM Privacy Statement

For the privacy policy that specifically relates to all services and activities performed by **Makelaars Associatie VGM** click [here](#). Or read more on page 16 through 18 of this document.

Which services of the NVM estate agent/valuer are you using?

You can contact the NVM estate agent/valuer in one or several ways.

For residential properties:

You want to sell or let your residential property and you have given instructions to the NVM estate agent:

- You want to sell your residential property. [See 1.](#)
- You want to let your residential property. [See 2.](#)

You want to buy or rent a residential property and you have given instructions to the NVM estate agent:

- You want to buy a residential property. [See 3.](#)
- You want to rent a residential property. [See 4.](#)

You want to have a residential property valued, and you have given instructions to the NVM valuer:

- You want to have a residential property valued. [See 9.](#)

If you are looking for a residential property and you have not given instructions to the NVM estate agent for this, the following situations are possible:

- You want to be kept informed of the properties listed via the NVM estate agent without obligation. [See 8.](#)

- You want to view a residential property that is for sale or to let, that is listed via the NVM estate agent. [See 5.](#)
- You want to buy a residential property listed via the NVM estate agent. [See 6.](#)
- You want to rent a residential property listed via the NVM estate agent. [See 7.](#)

For commercial properties:

You want to sell or let your commercial premises and you have given instructions to the NVM estate agent for this:

- You want to sell your commercial premises. [See 10.](#)
- You want to let your commercial premises. [See 11.](#)

You want to have commercial premises valued, and you have given instructions to the NVM valuer:

- You want to get a valuation for commercial premises. [See 9.](#)

You want to buy or rent commercial premises and you have given instructions to the NVM estate agent for this:

- You want to buy commercial premises. [See 12.](#)
- You want to rent commercial premises. [See 13.](#)

If you are looking for commercial premises you have not given instructions to the NVM estate agent for this, the following situations are possible:

- You want to be kept informed of the properties listed via the NVM estate agent without obligation. [See 8.](#)
- You want to view commercial premises listed via the NVM estate agent, that are either for sale or to rent. [See 5.](#)
- You want to buy commercial premises that are listed via the NVM estate agent. [See 14.](#)
- You want to rent commercial premises that are listed via the NVM estate agent. [See 15.](#)

Data controller

For all these processing operations, Makelaars Associatie is the data controller. The contact details are:

Makelaars Associatie Nederland bv
KvK 27096437
Makelaars Associatie Verhuur bv
KvK 27096434
Postbus 87850, 2508 DG, The Hague
Mail address: info@makas.nl
Telephone number: +31 (0)70 35 26 800

Sharing data with NVM/brainbay

For certain services, data is also shared with NVM/brainbay. The NVM/brainbay uses your data for the following purposes:

- to ensure that all NVM estate agents have up-to-date listings of residential properties, commercial premises and agricultural holdings that are listed via NVM estate agents.
- to ensure that current listings are published on Funda and other (property) websites.
- to create a database that can be used to create valuation reports, and to spot trends in the residential housing market, commercial real estate market and agricultural holdings market. The data in this database are kept for an indefinite period of time.

[Read here what NVM/brainbay does with the data provided.](#)

NVM/brainbay is the controller for these data. The contact details are:

NVM	brainbay B.V.
Chamber of Commerce 30102683	Chamber of Commerce 71551034
PO Box 2222	Fakkelstede 1
3430 DC Nieuwegein	3431 HZ Nieuwegein
privacyhelpdesk@nvm.nl	support@brainbay.nl

NVM/brainbay has appointed a data processing officer. This person can be reached via fg@nvm.nl.

We take your privacy seriously

The NVM estate agent and NVM/brainbay take your privacy very seriously and see the data protection rules as logical standards of decency. The NVM estate agent processes your data carefully and according to the regulations set out in the legislation. NVM estate agents ensure there is adequate security so that your data is protected against unauthorised use, unauthorised access, modification and unlawful destruction. All NVM estate agents continuously invest in providing a good service. The NVM-wide privacy guidelines form part of this service. If you have any questions, please do not hesitate to contact your NVM estate agent.

View, change or delete data

If you want to find out what personal data is held about you by the NVM estate agent, then please send your request to the estate agent by letter or email.

NVM/brainbay does not process names or any other directly identifying data. If you want to know what data is processed by NVM/brainbay, please contact the NVM estate agent who will then ensure that you are informed.

Likewise, if you wish your data to be changed or deleted, then please send a letter or email together with reasons to the NVM estate agent. Your request will be met as quickly as possible, unless there are legal obligations to keep the data or if there are (other) compelling reasons preventing your data from being amended or deleted.

How to file a complaint

If you have any questions or if you have a complaint about the way your data is being handled by the NVM estate agent, please contact the NVM estate agent in the first instance. If you do not agree with the NVM estate agent, you can contact the complaints coordinator of the NVM via:

klachtencoordinator@nvm.nl. The NVM Data Processing Officer may then also consider the complaint. You also have the right to file a complaint with the Dutch Data Protection Authority.

For how long does the NVM estate agent store the data?

The NVM estate agent will not keep the data longer than necessary. However, some data is kept by the NVM estate agent for a long period of time:

- The NVM estate agent keeps some data regarding the service that was provided for 20 years, because this is the period in which the NVM estate agent can still be held liable for professional errors.
- Any documentation proving that the NVM estate agent carried out the obligatory check in the context of the Money Laundering and Terrorist Financing (Prevention) Act (Wwft) must be kept by the NVM estate agent for 5 years.

Cookie statement

Makelaars Associatie uses cookies at www.makas.nl to increase the online user friendliness for you.

A "cookie" is a small text file that is sent to your computer when you visit a website. Click [here](#) to read our cookie statement.

1. You are selling your residential property and you have given instructions to the NVM estate agent for this

The purpose of this contact is to promote on your behalf your residential property, to gain an understanding of the value of and interest in your residential property, to arrange viewings, to negotiate on your behalf and to support the transaction. The NVM estate agent also verifies your identity. The following data may be processed:

Data	Data-sharing possible with	Retention period of the NVM estate agent
Your name, address and other contact details such as your telephone number and email address.	b	20 years
The reason for selling, for example, upsizing or a change of work.	a	3 years
The date when the residential property came onto the market and how long the residential property has been or was for sale.	a	20 years
The description and characteristics of the residential property such as the asking price, the year of construction, the surface areas and layout, data held with the Land Registry, municipality-assessed value of the property for the purpose of calculating local property tax, as well as photos and videos of the residential property. If this has been agreed with the NVM estate agent, the above information will be published on Funda, other property websites and on the website of the NVM estate agent. The reason for doing this is to promote your residential property; the listing is shown there up to 1 year after the transaction.	a, d	20 years
If the estate agency agreement is cancelled, the reason for cancellation.	a	3 years
Data required if a statutory check is necessary within the legislative framework of the Money Laundering and Financing of Terrorism (Prevention) Act (Wwft).	c	5 years
Data necessary to draw up the purchase and sale agreement.	b	20 years
Once the residential property has been sold: the transaction details such as the sales price and the transaction date.	a	20 years
Other information that you provide to the NVM estate agent.	none	3 years

	Data recipients
a	NVM/brainbay (data is stored for an indefinite period)
b	Notary, valuer, buyer, the buyer's estate agent
c	FIU (Financial Intelligence Unit - the Netherlands)
d	Party viewing the property, seller, buyer, buyer's estate agent

2. You are letting your residential property and you have given instructions to the NVM estate agent for this

The purpose of this contact is to promote on your behalf your residential property, to arrange viewings, to gain an understanding of the reliability of any potential tenant and to draw up a tenancy agreement. The NVM estate agent also verifies your identity. The following data may be processed:

Data	Data-sharing possible with	Retention period of the NVM estate agent
Your name, address and contact details such as your telephone number and email address.	b	20 years
The reason for letting.	a	3 years
The description and characteristics of the residential property such as the amount of rent, the year of construction, the surface areas and layout, information held with the Land Registry, as well as photos and videos of the residential property. If this has been agreed with the NVM estate agent, the above information will be published on Funda, other property websites and on the website of the NVM estate agent. The reason for doing this is to promote your residential property; the listing is shown there up to 1 year after the transaction.	a, c	20 years
If the estate agency agreement is cancelled, the reason for cancellation.	a	3 years
The requirements you need the tenant to meet.	c	20 years
Data necessary to draw up the tenancy agreement, including verification of your identity.	c	20 years
Once the residential property has been let: the rent and rental conditions.	a	3 years
Other information that you provide to the NVM estate agent.	none	3 years

	Data recipients
a	NVM/brainbay (data is stored for an indefinite period)
b	Tenant
c	Party viewing the property, renter, letting agent

3. You are looking to buy a residential property and you have given instructions to the NVM estate agent for this

The purpose of this contact is to find a suitable residential property for you, to carry out negotiations on your behalf and to support the transaction. The NVM estate agent also verifies your identity. The following data may be processed:

Data	Data-sharing possible with	Retention period of the NVM estate agent
Your name, address and contact details such as your telephone number and email address.	a	20 years

The search profile showing what you are looking for in a property.	none	3 years
Data about your current residential property, such as the purchase price and amount of rent. The reason for buying, for example, upsizing or change of work.	none	3 years
Your age and income categories and family composition.	none	3 years
If agreed with you, data to determine your financing options.	none	3 years
Data required if a statutory check is necessary within the legislative framework of the Money Laundering and Financing of Terrorism (Prevention) Act (Wwft).	b	5 years
Data necessary to draw up the purchase and sale agreement, including verification of your identity.	c	20 years
Once the residential property has been sold: the transaction details such as the sales price and the transaction date.	none	20 years
Other information that you provide to the NVM estate agent.	none	3 years

	Data recipients
a	Seller, seller's estate agent
b	FIU (Financial Intelligence Unit - the Netherlands), seller's estate agent
c	Notary, seller, the seller's estate agent

4. You are looking for a rental residential property and you have given instructions to the NVM estate agent for this

The purpose of this contact is to find a suitable residential property for you to rent, to carry out negotiations on your behalf and to provide assistance with the conclusion of the tenancy agreement and make the final arrangements. The NVM estate agent also verifies your identity. The following data may be processed:

Data	Data-sharing possible with	Retention period of the NVM estate agent
Your name, address and contact details such as your telephone number and email address.	a	20 years
The search profile showing what you are looking for in a property.	none	3 years
Data about your current residential property, such as the purchase price and amount of rent. The reason for renting, for example, upsizing or change of work.	none	3 years
Your age and income categories and family composition.	none	3 years
If this has been agreed with you, data to determine your ability to pay your rent.	none	3 years
Data that is required if the landlord requires a tenant check (e.g. NVM Woontoets). This check is in the legitimate interests of the landlord.	a	3 years
Data necessary to draw up the tenancy agreement, including verification of your identity.	a	20 years
Other information that you provide to the NVM estate agent.	none	3 years

	Data recipients
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a	Landlord, letting agent
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5. You want to view a residential property that is for sale or to rent or you want to view commercial premises listed via the NVM estate agent

In this contact, the NVM estate agent arranges viewings, the NVM estate agent provides you with a good picture of the residential property or the commercial premises and the NVM estate agent records what you think about this property. The following data may be processed:

Data	Data-sharing possible with	Retention period of the NVM estate agent
Your name, address and contact details such as your telephone number and email address.	a	1 years
Date of viewing and what you think about the residential property or commercial premises.	a	1 years
Other information that you provide to the NVM estate agent.	a	1 years

	Data recipients
a	Seller or landlord of the commercial property

6. You want to buy a residential property listed via the NVM estate agent

For this contact, the NVM estate agent is in contact with you and possibly your own estate agent in connection with the bidding process. The NVM estate agent then carries out the preparatory activities for the purchase and sale agreement and transfer of ownership. In this contact, the NVM estate agent also verifies your identity. The following data may be processed:

Data	Data-sharing possible with	Retention period of the NVM estate agent
Your name, address and contact details such as your telephone number and email address.	b	20 years
Your opinion about the residential property.	b	3 years
Data about the offers made.	b	3 years
Data required if a statutory check is necessary within the legislative framework of the Money Laundering and Financing of Terrorism (Prevention) Act (Wwft).	d	5 years
If this has been agreed with the seller, data to determine your ability to pay the purchase price or to meet other requirements set by the seller. This is in the legitimate interests of the seller.	b	3 years
Data necessary to draw up the purchase and sale agreement, including verification of your identity.	c	20 years
Once the residential property has been sold: the transaction details such as the sales price and the transaction date.	a	20 years
The postcode (1234AB) and house number of the buyer's previous home address, purchase or rental property.	a	3 years
Your age and income bracket and family composition, type of buyer and reason for moving.	a	3 years
Other information that you provide to the NVM estate agent.	b	3 years

	Data recipients
a	NVM/brainbay (data is stored for an indefinite period)
b	Seller
c	Notary, buyer's estate agent
d	FIU (Financial Intelligence Unit - the Netherlands)

7. You want to rent a residential property listed via the NVM estate agent

The purpose of this contact is to determine whether you meet the requirements set by the landlord and to draw up the tenancy agreement on behalf of the landlord. The following data may be processed:

Data	Data-sharing possible with	Retention period of the NVM estate agent
Your name, address and contact details such as your telephone number and email address. See also article 7a.	a,e	20 years
Your age and income categories and family composition. See also article 7a.	a, e	3 years
Data to establish whether you meet the landlord's requirements. This is in the legitimate interests of the landlord. This can be checked, for example, by using the NVM Woontoets or another party. See also article 7a.	a, e	5 years
Data necessary to draw up the tenancy agreement, including verification of your identity. See also article 7a.	a, e	20 years
Other information that you provide to your NVM estate agent.	a	3 years

	Data recipients
a	Landlord
e	EDR (Economic Data Resources B.V.)

7a. Creditcheck:

When you wish to rent property, we may provide your data to Economic Data Resources B.V. (EDR). EDR will advise on your creditworthiness based on this information. EDR uses your data for research into your creditworthiness and contact details. If you want to object or require information about the use of your personal data by EDR, see: <https://www.edrcreditservices.nl/privacy-statement/>.

8. You want to be kept informed by the NVM estate agent of the properties that are listed

The purpose of this contact is for the NVM estate agent to inform you of potentially interesting residential properties or commercial properties. This contact takes place until you state that you no longer need this service. The following data may be processed:

Data	Data-sharing possible with	Retention period of the NVM estate agent
Your name, address and contact details such as your telephone number and email address.	none	Until consent is withdrawn
The search profile showing what you are looking for in a property. It is possible to tailor an offering based on the search profile.	none	Until consent is withdrawn

Other information that you provide to the NVM estate agent.	none	Until consent is withdrawn
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9. You want to get a valuation for a residential property or commercial premises carried out and you have given instructions to the NVM estate agent/valuer for this

The purpose of this contact is for the NVM estate agent/valuer to carry out a valuation of your residential property or commercial premises. The following data may be processed:

Data	Data-sharing possible with	Retention period of the NVM estate agent
Your name, address and contact details such as your telephone number and email address.	a	20 years
Data on your residential property or commercial premises in order to determine the value.	a	20 years
Data required if the valuer needs to report an unusual transaction in the context of the Money Laundering and Terrorist Financing (Prevention) Act (Wwft).	b	5 years
Other information that you provide to your NVM estate agent/valuer.	none	20 years

	Data recipients
a	Validation institute for property valuations.
b	FIU (Financial Intelligence Unit - the Netherlands)

10. You are selling your commercial premises and you have given instructions to the NVM estate agent for this

The purpose of this contact is to promote on your behalf your commercial premises, to gain an understanding of the value of and interest in your commercial property, to arrange viewings with interested parties, to negotiate on your behalf and to support the transaction. The NVM estate agent also verifies your identity. The following data may be processed:

Data	Data-sharing possible with	Retention period of the NVM estate agent
Your name, company name, address and other contact details such as your telephone number and email address.	b	20 years
The reason for selling.	a	3 years
The date when the commercial property came onto the market and how long the commercial property has been or was for sale.	a	20 years
The description and characteristics of the commercial property such as the asking price, the year of construction, the surface areas and layout, data held with the Land Registry, photographs and videos of the building.	a, d	20 years
If agreement has been reached with the NVM estate agent, the above details will be published on Funda, other property		

websites and on the website of the NVM estate agent. The reason for doing this is to promote your commercial premises; this listing is shown here for up to 1 year after the transaction.		
If the estate agency agreement is cancelled, the reason for cancellation.	a	3 years
Data required if a statutory check is necessary within the legislative framework of the Money Laundering and Financing of Terrorism (Prevention) Act (Wwft). The identities of the ultimate beneficial owners are also verified and documented.	c	5 years
Data necessary to draw up the purchase and sale agreement.	b	20 years
Once the property has been sold: the transaction details such as the sales price and the transaction date.	a	20 years
Other information that you provide to your NVM estate agent.	none	3 years

	Data recipients
a	NVM/brainbay (the data is stored for an indefinite period)
b	Notary, valuer, buyer, the buyer's estate agent
c	FIU (Financial Intelligence Unit - the Netherlands), buyer's estate agent
d	Party viewing the property, seller, buyer, buyer's estate agent

11. You are renting out your commercial premises and you have given instructions to the NVM estate agent for this

The purpose of this contact is to promote on your behalf your commercial premises, to arrange viewings for interested parties, to gain an understanding of the reliability of the potential tenant and to draw up a tenancy agreement that is favourable for you. The NVM estate agent also verifies your identity. The following data may be processed:

Data	Data-sharing possible with	Retention period of the NVM estate agent
Your name, organisation name, address and contact details such as your telephone number and email address.	b	20 years
The reason for renting.	a	3 years
The date when the property came onto the market and how long the property has been or was available to rent.	a	3 years
The description and characteristics of the property such as the rent, the year of construction, the surface areas and layout, data held with the Land Registry, photographs and videos of the property. In consultation with you, this data will also be published on selected websites in order to promote the property.	a, c	20 years
If the estate agency agreement is cancelled, the reason for cancellation.	a	3 years
The requirements you need the tenant to meet.	c	20 years
Data necessary to draw up the tenancy agreement, including verifying the identity of the person with authority to sign.	c	20 years
Once the property has been let: the rent and rental conditions.	a	3 years
Other information that you provide to your NVM estate agent.	none	3 years

	Data recipients
a	NVM/brainbay (the data is stored for an indefinite period)
b	Tenant
c	Party viewing the property, tenant, letting agent

12. You are looking for commercial premises to purchase and you have given instructions to the NVM estate agent for this

The purpose of this contact is to find on your behalf commercial premises suitable for you, to carry out the negotiations and to support the transaction. The NVM estate agent also verifies your identity. The following data may be processed:

Data	Data-sharing possible with	Retention period of the NVM estate agent
Your name, organisation name, address and contact details such as your telephone number and email address.	c	20 years
The search profile showing what you are looking for in a property.	none	3 years
Data about your current accommodation such as purchase price and amount of rent. The reason for buying.	none	3 years
What you are looking for in the property where you live.	c	3 years
If agreed with you, data to determine your financing options.	none	3 years
Data required if a statutory check is necessary within the legislative framework of the Money Laundering and Financing of Terrorism (Prevention) Act (Wwft). The identities of the ultimate beneficial owners are verified and documented.	b	5 years
Data necessary to draw up the purchase and sale agreement, including verifying the identity of the person with authority to sign. This information is also shared with the seller's estate agent and the notary.	d	20 years
Once the commercial premises or agricultural holdings have been sold: the transaction details such as the sales price and the transaction date.	none	20 years
Other information that you provide to your NVM estate agent.	none	3 years

	Data recipients
a	NVM/brainbay (the data is stored for an indefinite period)
b	FIU (Financial Intelligence Unit - the Netherlands), seller's estate agent
c	Seller, seller's estate agent
d	Notary, seller, the seller's estate agent

13. You are looking to rent a commercial property (commercial premises) and you have given instructions to the NVM estate agent for this.

The purpose of this contact is to find suitable commercial premises for you to rent, to carry out negotiations on your behalf and to provide assistance with the conclusion of the tenancy agreement and make the final arrangements. The NVM estate agent also verifies your identity. The following data may be processed:

Data	Data-sharing possible with	Retention period of the NVM estate agent
Your name, organisation name, address and contact details such as your telephone number and email address.	a	20 years
The search profile showing what you are looking for in a property.	none	3 years
Data about your current accommodation such as purchase price and amount of rent.	none	3 years
What you are looking for in the property where you live.	a	3 years
If this has been agreed with you, data to determine your ability to pay your rent.	none	3 years
Data that is required if the landlord requires a tenant check (NVM Businesstoets). This check is in the legitimate interests of the landlord.	a	3 years
Data necessary to draw up the tenancy agreement, including verifying the identity of the person with authority to sign.	a	20 years
Other information that you provide to the NVM estate agent.	none	3 years

	Data recipients
a	Landlord, letting agent

14. You want to buy commercial premises that are listed via the NVM estate agent

You want to buy commercial premises that are listed via the NVM estate agent. For this contact, the NVM estate agent is in contact with you and possibly your own estate agent in connection with the bidding process. The NVM estate agent then carries out the preparatory activities for the purchase and sale agreement and transfer of ownership. In this contact, the NVM estate agent also verifies your identity. The following data may be processed:

Data	Data-sharing possible with	Retention period used by the NVM estate agent
Your name, organisation name, address and contact details such as your telephone number and email address.	b	20 years
Your opinion about the commercial property that is listed.	b	3 years
Data about the offers made.	b	3 years
Data required if a statutory check is necessary within the legislative framework of the Money Laundering and Financing of Terrorism (Prevention) Act (Wwft). The identities of the ultimate beneficial owners are verified and documented.	d	5 years
If this has been agreed with the seller, data to determine your ability to pay the purchase price or to meet other requirements set by the seller. This is in the legitimate interests of the seller.	b	3 years
Data necessary to draw up the purchase and sale agreement, including verifying the identity of the person with authority to sign.	c	20 years
Once the residential property is sold: the transaction details such as the sales price and the transaction date and also the postcode (1234AB) of the buyer's previous address.	a	3 years

Other information that you provide to the NVM estate agent.	b	3 years
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	Data recipients
a	NVM/brainbay (data is stored for an indefinite period)
b	Seller
c	Notary, buyer, the seller's estate agent
d	FIU (Financial Intelligence Unit - the Netherlands)

15. You want to rent commercial premises that are listed via the NVM estate agent

You want to rent commercial premises that are listed via the NVM estate agent. The purpose of this contact is to determine whether you meet the requirements set by the landlord and to draw up the tenancy agreement on behalf of the landlord. The following data may be processed:

Data	Data-sharing possible with	Retention period of the NVM estate agent
Your name, address and contact details such as your telephone number and email address. See also article 15	a,e	20 years
What you are looking for in the property where you live.	a	3 years
Data to establish whether you meet the landlord's requirements. This is in the legitimate interests of the landlord. This can be checked, for example, by using the NVM Businesstoets or another party. See also article 15a.	a, e	5 years
Data necessary to draw up the tenancy agreement, including verifying the identity of the person with authority to sign. See also article 15a.	a, e	20 years
Other information that you provide to the NVM estate agent.	a	3 years

	Data recipients
a	Landlord, letting agent
e	EDR (Economic Data Resources B.V.)

15a. Creditcheck:

When you wish to rent commercial property, we may provide your data to Economic Data Resources B.V. (DAS Company Information). DAS Bedrijfsinformatie will make a give advice on the creditworthiness of your company and any negative comments with regard to the board / management of the company. DAS Bedrijfsinformatie uses this information for research into the creditworthiness and contact details of you and your company. If you want to object or require information about the use of your personal data by DAS Bedrijfsinformatie, see <https://www.edrcreditservices.nl/privacy-statement/>.

Use of data by the NVM/brainbay

The NVM estate agent shares certain data with NVM/brainbay via a link.

NVM/brainbay is the controller for the data received. The NVM/brainbay uses your data for the following purposes:

- A. To ensure that all NVM estate agents have up-to-date listings of residential properties, commercial premises and agricultural holdings that are listed via NVM estate agents.
- B. To ensure that current listings are published on Funda and other (property) websites.

- C. To create a database that can be used to create valuation reports and other estimates, and to spot trends in the residential housing market, commercial real estate market and agricultural holdings market.

A Current listings of residential properties and commercial premises with NVM estate agents

If you wish to sell/let a residential property and commercial premises via an NVM estate agent, the following data will be shared with other NVM estate agents:

- The address of the residential property or the commercial premises, the description and characteristics of the property such as the asking price, the year of construction, the surface areas and layout, data held with the Land Registry, municipality-assessed value of the property for the purpose of calculating local property tax and photographs of the property.
- Date when the property came onto the market, date when the property was taken off the market. Sale subject to contract, sale date and transaction price.

This data is used by NVM estate agents for the services they provide to their customers (people who are searching for a residential property, commercial premises or agricultural holdings).

This data is stored indefinitely in connection with the database on which historical listings are saved; see under C.

B Current listings of residential properties and commercial properties on (property) websites, including Funda

If you wish to sell/let a residential property, commercial premises or agricultural holdings via an NVM estate agent, after consultation with you, data will also be published on Funda and other (property) websites. This concerns the following data:

- The address of the residential property, the commercial premises or the agricultural holdings, the description and characteristics of the property such as the asking price, the year of construction, the surface areas and layout, data held with the Land Registry, municipality-assessed value of the property for the purpose of calculating local property tax and photographs of the property.
- Date when the property came onto the market, date of sale.

With this data your property is brought to the attention of consumers, professional parties and/or third parties who are carrying out their own searches via (property) websites.

This data can be visible on these websites for a maximum of one year after the date of sale or the date from a residential property, commercial premises or agricultural holdings being taken off the market.

C Database with historical listings

The following data is stored in the NVM database for all residential properties, commercial premises and agricultural holdings that are sold/let via an NVM estate agent:

- The address of the residential property, the commercial premises or the agricultural holdings, the description and characteristics of the property such as the asking price, the year of construction, the surface areas and layout, data held with the Land Registry, municipality-assessed value of the property for the purpose of calculating local property tax and photographs of the property.
- Date when the property came onto the market, date when the property was taken off the market. Sale subject to acceptance, transaction date and transaction price.
- The postcode (1234AB) and house number of the buyer's previous (home) address.

The aforementioned data is stored for an indefinite period.

Brainbay uses the aforementioned data to carry out analyses of the real estate market on behalf of the NVM.

NVM/brainbay also shares this data with selected third parties, namely:

- NVM valuers, for the purpose of carrying out property valuations and other estimates.
- Validation institutes, following a specific request from an NVM valuer, in order to check valuation reports.
- Municipalities, for determining the municipality-assessed value of a property for the purpose of calculating local property tax
- The Ministry of Infrastructure and Public Works, for the purpose of research into the housing market.
- Universities, for research purposes.
- NVM estate agents in the context of the service they provide to their customers.
- Non-NVM estate agents, banks, project developers and housing corporations, for research purposes (e.g. housing requirements in a certain region).

These parties only have access to data for the stated purposes and where possible, data is only provided at an aggregated level.

Internal audits and investigations

The NVM may access your data when it carries out an investigation among its members to check whether the rules are being complied with and when the NVM is auditing a member. After the investigation, these data will no longer be processed by the NVM.

View, change or delete data

If you wish to view, change or delete the data processed by NVM/brainbay, please contact the NVM via privacyhelpdesk@nvm.nl. The NVM will assess the validity of your request and whether your request can be met.

Privacy statement Makelaars Associatie Vastgoedmanagement

Makelaars Associatie VGM attaches great value to the protection of your personal data. In this Privacy statement we want to provide clear and transparent information about how we handle personal data.

In order to be of service to you, we sometimes need personal information from you. We process your personal data carefully and in accordance with the law. In this privacy statement you can read which data we use and how we store, protect and process this data. This privacy statement applies to the activities of all companies belonging to Makelaars Associatie VGM and on the website <https://www.makas.nl> (hereinafter referred to as the "Website") and the services we offer (hereinafter referred to as the "Services").

Data controller

The data controller that is responsible for the processing of personal data is **Makelaars Associatie VGM**, Stevinstraat 201, 2587 EG The Hague, registered in the trade register with number 27176117.

Makelaars Associatie VGM has a data processing officer. This person can be reached via vgm@makas.nl.

Purpose of and legal basis for processing

We process personal data in carrying out our services in the field of real estate management, including management of Owners' Associations (VvE) and rental mediation. In addition, we process personal data in the context of our business operations, including recruitment and selection of personnel, administration, security, management of ICT systems, compliance with legal obligations, archiving and handling of (maintenance) requests, complaints and disputes.

We also process personal data for marketing and communication purposes, including managing the Website and sending e-mail newsletters, and for statistical and analysis purposes, with a view to management information for ourselves and our clients and with a view to the development of information products for third parties. In these information products, information is only processed at the aggregated level so that it cannot be processed into natural persons.

Legal bases for the processing are entering into and executing agreements that we conclude with you, the fulfilment of legal obligations and the representation of our legitimate interests and those of our clients and third parties, such as owners of real estate and Owners' Associations. For sending our e-mail newsletter and the placing of cookies and web beacons, as far as applicable we ask for your permission. You can withdraw your consent at any time.

We may ask you to participate in a market survey that we have commissioned by a processor. We use this information to assess and improve our service and services. You can close the questionnaire at any time. Your answers are only shared with our clients and are never made public.

Which personal data do we process?

If you visit the Website, we process the following personal data:

- The name of the browser you are using;
- The operating system you are using;
- The service provider you use to have Internet access;
- The device you use;
- Location data;
- Surf behavior and actions.

If you register and / or use our Services, we also process the following personal data:

- Name;
- Gender;
- Address;
- Residence;
- Telephone number;
- E-mailaddress;
- Date of birth;
- Marital status;
- IP address;
- Document number of your passport or ID card;
- Payment data;
- Income data;
- Other data that are relevant in the context of carrying out our services and / or that may have been provided by you on a completed rental application form.

The origin of the personal data

We obtain your personal data because you yourself disclose it to us, or because we obtain it from third parties in the context of our Services (or one of our other processing objectives), for example from property owners, trade information agencies, or from public sources such as the trade register or land registry.

The recipients of the personal data

We do not share your personal data with third parties, unless this is necessary for one of the processing goals mentioned under "*Purpose of and legal basis for processing*". For example, in the context of the execution of our Services, data may be shared with real estate owners or Owners' Associations. When entering into a lease agreement, information is sometimes exchanged with trade information agencies.

Data can also be shared with contractors engaged by us (whether or not for the benefit of our customers), such as maintenance companies, ICT service providers or, for example, bailiffs. If such contractors are processors as referred to in Article 4 (8) AVG, we will in all cases conclude a written processing agreement.

The transfer of personal data to processors established outside the European Union

In principle your personal data will not be transferred outside of the European Union by Makelaars Associatie VGM. If transit of data takes place outside the European Union - in so far as the country in question does not have an adequate level of protection as referred to in Article 45 AVG - the transfer will take place on the basis of appropriate safeguards as referred to in Article 46 of the AVG or in accordance with one of the conditions mentioned in article 49 AVG, for example that the transfer is necessary for an agreement between you and Makelaars Associatie VGM or an agreement entered into in your interest between Makelaars Associatie VGM and a third party, or because you have agreed to the transfer.

Data storage

We do not store your data longer than is necessary for the purposes mentioned under the heading "*Purpose of and legal basis for processing*".

Cookies

A cookie is a text file that your browser stores on the hard drive of your computer. You can always delete or disable cookies yourself via the browser settings and after that no more cookies will be

stored when you visit our Website. But please note: without cookies, our Website may not work properly.

We may use cookies to improve your experience on our Website. Cookies also ensure, among other things, that the Website is fast, you can visit our Website safely and we can detect errors on our Website. Click [here](#) to read our cookie statement.

Rights concerning your data

You have the right to request Makelaars Associatie VGM to view your data. If the information is incorrect, incomplete or irrelevant, you have the right to request a change or addition. You also have the right to object to the processing and to request Makelaars Associatie VGM to delete the data.

In certain cases, you may ask us for a copy of your data and to transfer this copy to another party.

Insofar as the processing is based on your consent, you have the right to withdraw the permission at any time. Withdrawal does not affect the lawfulness of the processing on the basis of the consent before it is withdrawn.

If you wish to make use of your aforementioned rights, please contact Makelaars Associatie VGM by letter or e-mail via the contact details below. Makelaars Associatie VGM will make a decision on your request within four weeks.

You also have the right to lodge a complaint with the supervisory authority. The competent supervisory authority is the Dutch Data Protection Authority (www.autoriteitpersoonsgegevens.nl).

Contact details

If you have a questions or comments about the processing of your personal data please contact us:

Makelaars Associatie VGM
Stevinstraat 201
2587 EG The Hague
+31 (0)70 352 68 68
vgm@makas.nl

Data Protection Officer:
Dhr. J.J.B. Janmaat
+31 (0)70 352 68 68
j.janmaat@makas.nl plus a copy to vgm@makas.nl