

LXRYHOME

LXRYHOME Privacy and cookie statement

This privacy statement was last revised on 29 June 2022

This privacy statement outlines how LXRYHOME B.V., trading under the name LXRYHOME and with its registered office in Oud Gastel, collects and processes your (special) personal data.

Introduction

Privacy-sensitive information or in other words, personal data, is processed via LXRYHOME. LXRYHOME attaches great importance to the careful handling of personal data. Personal data are therefore processed and protected with the utmost care. This means, among other things, that:

- we **clearly state** for which **purposes** we process personal data; we do this by means of this privacy statement;
- we **limit the collection of personal data** only to such personal data as is required for legitimate purposes;
- we will first ask you **for your explicit permission** to process your personal data in cases where your permission is legally required;
- we take **appropriate security measures** to protect your personal data and also require this of parties who process personal data on our behalf;
- we respect your right to **to be given the opportunity to view, correct or delete your personal data at your request**.

Your data is safe with us and we will always use this data in an appropriate way. We explain in this privacy statement what we do with the information that we receive about you.

If you have any questions, or want to know exactly what information we keep about you, please feel free to contact us.

Booking Requests and bookings

When you submit a Booking Request to us, we use your personal data to process your request.

When you eventually decide to rent an accommodation through LXRYHOME ('a Booking '), we also use your personal data to process this Booking and to fulfil the obligations that arise from this. We also share your personal data with the lessor/owner of the accommodation so that they are able to honour the Booking . The name of the lessor/owner is stated on your Booking.

We use the following personal data for the purposes specified in this privacy statement:

- Name and address details
- Telephone number
- Billing address
- Email address
- Payment details (bank account number)

Contact form and Newsletter

You can use the contact form to ask us questions or make requests. We use your name, telephone number and/or email address for this purpose. We need these details so that we can get in touch with you. We will keep this information until we are sure that you are satisfied with our response and for twelve months thereafter. This enables us to easily retrieve the information in case of any subsequent questions. It also helps us train our customer service to be even better.

You can also subscribe to our newsletter. It contains news, tips and information relating to our services. You can cancel your subscription at any time. Every newsletter includes an unsubscribe link. Your email address will only be added to the list of subscribers with your explicit permission.

LXRYHOME

Disclosure to other companies or institutions

In connection with the fulfilment of our activities and/or the rental agreement, your personal data will be processed in countries outside the European Union. However, these companies that this data is passed on to always guarantee a suitable level of protection and comply with the other obligations imposed on them on the grounds of this Data Processing Agreement and European privacy legislation (the 'GDPR').

We pass your data on to the following parties for the following purposes:

- LXRY Real Estate Jan Thiel B.V.
→ Lessor/owner of the accommodations, established in the Netherlands; → Processing in connection with the execution of the rental contract; → (Joint) data controller.
- LXRY Real Estate Jan Sofat B.V.
→ Lessor/owner of the accommodations, established in the Netherlands; → Processing in connection with the execution of the rental contract; → (Joint) data controller.
- LXRY Real Estate Apartments BVBA
→ Lessor/owner of the accommodations, established in Belgium; → Processing in connection with the execution of the rental contract; → (Joint) data controller.
- External property owners of the property you are renting.
→ Lessor/owner of the accommodations, established in Curaçao; → Processing in connection with the execution of the rental contract; → (Joint) data controller.
- Trustmoore (Curaçao) N.V. → Processor of personal data on behalf of Lxry Real estate Jan Thiel and Jan sofaf B.V. and/or LXRYHOME, established in Curaçao;
→ Processing in connection with the performance of additional services explicitly requested by you (such as, for example, car rental companies, babysitting services, etc.);
→ Processor of the personal data.

With the exception of the aforementioned parties, we will under no circumstances provide your personal data to other companies or institutions, except if we are legally obligated to do so.

Statistics

We keep track of statistics on the use of our website and services.

Cookies

Our website uses cookies. Cookies are small, basic files that are stored on your computer or mobile device when you visit our website. These files hold a limited amount of data containing information about your browser, for instance. This enables us to distinguish you from other visitors.

With the help of a session cookie, we can see which sections of the website you have viewed. This enables us to adapt our services as much as possible to the surfing behaviour of our visitors. These cookies are automatically deleted as soon as you close your web browser.

You can disable cookies via your browser, but some features of our website will no longer work properly then.

Social Media

Our website features buttons to promote ("like") or share ("tweet") web pages on social networks such as Facebook and Twitter. These buttons work by means of pieces of code that originate from Facebook and Twitter respectively. These codes are used to place cookies. We have no influence on this. Please read the privacy statements of Facebook and Twitter (which are subject to regular revisions) to find out what they do with your (personal) data that they process via these cookies.

Google Analytics

We use Google Analytics to track how visitors use our services. We have signed a processing agreement with Google. In it, strict agreements have been made about what they are allowed to keep track of. We have not

LXRYHOME

authorised Google to use the Analytics information obtained for other Google services. We have instructed Google to anonymise these IP addresses. We have instructed Google to anonymise these IP addresses.

Would you like more information about cookies?

You can find more information about cookies on the following websites:

- Consumentenbond (The Dutch consumer's association): "[What are cookies?](#)"
- Consumentenbond: "[Deleting cookies](#)"

Security

The security of personal data is of the utmost importance to us. We have taken appropriate security measures to limit the misuse of and unauthorised access to personal data. In particular, we employ the following measures:

- access to personal data is protected with a user name and password;
- we take physical precautions to protect access to the systems where personal data is stored;
- our (technical) suppliers of equipment and infrastructure comply with the applicable ISO standards, such as ISO-27002;
- we make use of secure connections (Secure Sockets Layer or SSL) that protect all information between you and our website when you enter your personal data.

Third party websites

This privacy statement does not apply to third party websites that are linked to our website. We cannot guarantee that these third parties will handle your personal data in a trustworthy or safe manner. We advise you to read the privacy statements of these websites before using them.

Revisions to this privacy statement

We reserve the right to make revisions to this privacy statement. It is recommended to consult this privacy statement on a regular basis, so that you are aware of any such revisions.

Inspection, correction and deletion of your data

If you have any questions or want to know what personal data we have about you, you can always contact us. See the contact details below.

In addition, you also have the following rights:

- to receive an explanation of which personal data we have about you and what we do with it;
- to view the exact personal data that we hold;
- to have errors corrected;
- to have your personal data deleted;
- to withdraw your consent;
- to object to a certain kind of use.

You may exercise the above rights, and any other rights you may have under the applicable privacy legislation, by sending a request to info@lxryhome.com. We will comply or otherwise respond to your request as soon as reasonably possible, but in any event within 4 weeks.

Filing a complaint

If you are of the opinion that we are not helping you in the right way or are not handling your personal data in the right way, you have the right to file a complaint with the supervisory authority. This is the Dutch Data Protection Authority.

Contact details

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Emmerblok 1 4751
XE Oud Gastel
info@lxryhome.com