

# **Privacy Policy Perfectrent**

## **What is the privacy statement for?**

In this statement, we will inform you about the data that we process from you. You will find out more about, among other things, what data we process about you, why we do this, with whom we share this data and how long the data is stored.

The processing of your data takes place in accordance with the General Data Protection Regulation. We take your privacy very serious and you can be assured that we handle your data carefully.

## **Relevance of the privacy statement**

This privacy statement provides information about the processing of personal data by Perfectrent. The statement relates to the use of personal data of our clients (landlords) as well as visitors to the website, subscribers, prospective tenants, tenants, guarantors and possible other residents such as subtenants and co-residents.

## **Identity Perfectrent**

Perfectrent is a registered trade name of Vemendo B.V., registered with the Chamber of Commerce under number 62242075. Perfectrent is located at Paradijslaan 1, 3034 SH Rotterdam. Perfectrent can be reached in writing via the post or via e-mail at [contact@perfectrent.nl](mailto:contact@perfectrent.nl). Perfectrent is controller in the sense of the General Data Protection Regulation.

## **How do we collect data?**

We collect data in the following ways:

- 1) Directly from you: For example by registering on the website, by sending candidate forms after a viewing or by sending documents.
- 2) Through our website: Cookies are collected when visiting our website.
- 3) Via third parties: For the purpose of tenant screening we collect information from third parties, for example EDR Credit Services or Google.

## **Which personal data do we process?**

Depending on how far you are in the rental process, we process various data. The further in the rental process, the more data that we will process.

## ***When registering on our website***

When registering on our website, we collect data so that we can assess whether you meet the requirements of the landlord to rent a property and so that we can assess whether the property meets your requirements. This way you know that when you do a viewing, you actually have a chance to rent the property.

The data we are collecting at this stage are contact details, summary information about the type and level of income, study and possible guarantor as well as your housing requirements.

We can share this information with landlords of properties you respond to in order to determine whether you meet the requirements. Besides, we do not share this information with anyone.

We keep this information until you unsubscribe yourself on our website. You can unsubscribe in our 'new rentals' e-mail or by sending an e-mail to [contact@perfectrent.nl](mailto:contact@perfectrent.nl).

### ***When applying for a property after the viewing***

After you have visited a property and you wish to continue with the rental process, we ask you to provide more detailed information. With this we can be almost certain whether you meet the requirements of the landlord and we can make a well-founded choice between candidates. If we decide to continue the process with you, you know that the chance that the landlord rejects you on the basis of your profile is minimal.

From you and other residents we ask the following:

- extensive information about person (date of birth, place, address, etc.);
- extensive information about income;
- extensive information about study;
- other information e.g. concerning financial position and housing requirements.

From the possible guarantor we ask the following:

- extensive information about person (date of birth, place, address, etc.);
- extensive information about income;
- other information e.g. concerning financial position.

We can share this information with landlords of properties you respond to in order to determine whether you meet the requirements. Besides, we do not share this information with anyone.

The data is stored for three months and then destroyed if the prospective tenant is not chosen to continue the rental process. We do not immediately delete your data, so that we can contact you should we nevertheless be able to rent the property to you. The details of the actual tenant, other residents and guarantor are kept for 20 years. As a real estate agent we can be held liable by the client (landlord) for 20 years due to a professional error. By retaining this information we have evidence we can use in a procedure against us concerning a professional error.

### ***After paying a prepayment***

*If your application is approved and you have made a prepayment, we propose you to our client, the landlord. As a real estate agent we have a duty of care. This means that we have to carefully screen tenants in order to minimize the risk of for instance non-payment, abuse or cannabis cultivation. If we fall short in this matter, we as real estate agent, or the landlord can be held jointly liable for, for example, cannabis cultivation. We therefore request extensive personal data at this stage.*

From you and other residents we ask:

- When working: Employer's statement, pay slips from the past 3 months;
- When independent: Excerpt Chamber of Commerce, the asset/liability balance and profit and loss statement of the past 3 years and contact details of accountant;
- When student: Evidence of enrollment study;

- Proof of other income;
- Landlord Statement/Mortgage Statement;
- Bank statements of 3 most recent rent or mortgage payments;
- Original proof of identity (protected photo and Citizen Service Number (Dutch: BSN)), a copy will be made at our office;
- Original bank card, a copy will be made at our office;
- Original BRP extract with historical addresses, a copy will be made at our office.

From a possible guarantor we ask:

- Employer's statement;
- Pay slips from last 3 months;
- When independent: Excerpt Chamber of Commerce, the asset/liability balance and profit and loss statement of the past 3 years and contact details of accountant;
- Identity card (protected photo and Citizen Service Number (Dutch: BSN)).

The following information from the tenant and other residents we request ourselves:

- Owner previous home through the Land Registry (Dutch: het Kadaster);
- Verdicts Rent Committee at most recent address via the Rent Committee website (Dutch: Huurcommissie);
- Verification of employer's statement (amount of income, duration of contract, intention for extension, wage seizure or loan) via telephone or written contact with the employer;
- Employer's Chamber of Commerce registration via the website of the Chamber of Commerce;
- Website employer;
- When self-employed: Accountant's Chamber of Commerce registration via the website of the Chamber of Commerce and website accountant; expectation development of annual results via telephone or written contact with the accountant;
- Credit check via EDR Credit Services;
- Google result on person;
- LinkedIn result on person;
- Facebook result on person.

The following information from the guarantor we request ourselves:

- Verification of employer's statement (amount of income, duration of contract, intention for extension, wages or loan) via telephone or written contact with the employer;
- Employer's Chamber of Commerce registration via the website of the Chamber of Commerce;
- Website employer;
- When self-employed: Accountant's Chamber of Commerce registration via the website of the Chamber of Commerce and website accountant; expectation development of annual results via telephone or written contact with the accountant;
- Credit check via EDR Credit Services;
- Google result on person;
- LinkedIn result on person.

The data will be immediately destroyed if the prospective tenant is not accepted by the landlord. If the landlord decides to enter into a rental agreement, the details of the tenant, other occupants and guarantor will be kept for 20 years. As a real estate agent we can be held liable by the client (landlord) for 20 years due to a professional error. By retaining this information we have evidence we can use in a procedure against us concerning a professional error.

***After approval by the landlord***

After approval by the landlord, we help you arrange the utilities. After you have explicitly given permission for this, we will pass on your name, new address and contact details to our partner Utility Provider. Afterwards, they will arrange all your utilities free of charge, quick and easy.

### **Sharing personal data with third parties**

Perfectrent will not sell your information to third parties and will only provide this information if this is necessary for the performance of our services, after your permission or to comply with a legal obligation. With companies that process your data at our order, we conclude a processor agreement to ensure the same level of security and confidentiality of your data. Perfectrent remains responsible for these processing operations.

### **View, modify or delete data**

You have the right to view, correct or delete your personal data. You also have the right to withdraw your consent to the data processing or to object to the processing of your personal data by Perfectrent and you have the right to data portability. This means that you can submit a request to us to send the personal information we hold to you or another organization mentioned by you in a computer file. You can send a request for inspection, correction, deletion, data transfer of your personal data or request for cancellation of your consent or objection to the processing of your personal data to [contact@perfectrent.nl](mailto:contact@perfectrent.nl). To ensure that the request for access has been made by you, we ask you to send a copy of your ID with the request. Make your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and Citizen Service Number (Dutch: BSN) black in this copy. This is to protect your privacy. We respond as quickly as possible, but within four weeks, on your request. We would also like to point out that you have the opportunity to file a complaint with the national supervisory authority, the Dutch Data Protection Authority (Dutch: Autoriteit Persoonsgegevens).