



## Privacy statement for external relations

# 1. Introduction

This Privacy Statement applies to the processing of data of (former) tenants, co-tenants, residents, residence seekers, buyers, members of the association of property owners and suppliers.

In this Privacy Statement we explain how we handle your personal data. You can also read about your rights. Make sure you read this document carefully. In this way we can together ensure your data is processed securely.

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*Woonpunt is responsible for processing your personal data. We believe you should always know what information we collect, why we use it and how long we retain your information. In addition, we feel it is of importance that you know how we use your information and how we protect it.*

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## 1.1. Definitions

Below you will find a description of two important definitions from this privacy statement:

**Personal data** is any information about an identified or identifiable natural person. This means that the information is directly about you or can be traced back to you. This can include, for example, your name, date of birth and address. Your employee number, (business) email address and (business) telephone number are also personal data.

**Processing personal data** concerns all actions that we can perform with your personal data, from collection to destruction. This is a broad concept. The following actions are in any case included: collecting, recording, organizing, storing, updating, modifying, retrieving, consulting, using, transmitting, distributing, making available, combining, linking, blocking, erasing and destroying data.

## 2. Why do we need your personal information?

We need your data for several purposes. Below you can read what those are.

- Entering into, executing and terminating the rental or purchase agreement (including creation and managing a search profile)
- Collecting rent and payments (including outsourcing of claims to third parties) and settling energy or heating costs.
- The maintenance, demolition, new construction, renovation and repair of our houses.
- Purchasing and selling houses
- Contacting our employees
- Resolving disputes and complaints

We are allowed to use your data on basis of the General Data Protection Regulation (GDPR). In this regulation you can find rules for processing personal data. It also lists six principles for processing personal data. We use five of these principles to process your data. These are listed below.

- We ensure that we can execute the agreement we have with you. Examples are a rental agreement or a purchasing agreement.
- This way we follow the legal requirement. For example, when we assign a house to you based on your income.

- We guarantee the legitimate interest. This means we can perform customer surveys to improve our services.
- We can protect vital interests. This means we can help in case of life threatening circumstances like an accident or a fire.
- In some cases we use your data with your permission. For instance, when we send out our newsletter.

Besides this we feel it is important that you live pleasantly with us and feel safe in your home. Of course, we also wish to offer you personal attention and service. This is in your and our interest. That is why we also use your data for the following examples:

- Customer surveys, we love to hear how you feel about us.
- Sending out our newsletters, this way we keep you informed.
- Preventing evictions
- Combating criminal activities, fraud and disturbances
- Maintaining and improvements of the living environment. This way we are always working together towards a pleasant living environment.
- The usage of camera surveillance for increased safety.
- Improving our website.
- Activities for internal control or improving our services.

## 2.1. Mandatory data

Additionally we have several legal obligations for using your data. For example:

- Performing an income test in case of new rental agreements
- Calculating and documenting income and expenses
- Verifying financial administration by our accountant
- Sharing data with third parties, such as the tax authorities (Belastingdienst) and the municipality

## 3. What data do we use?

### 3.1. Renting

Do you wish to rent a residence with us?

Then we will collect your data to ensure we assign our residences appropriately.

Likewise we will make sure your income is proportionate to the residence. Besides that we process your data for the following purposes:

- Rental administration (in particular: payments of rent and conducting pay-outs)
- Maintenance and renovations of residences
- Supervising and enforcement of rental obligations (this includes prevention of fraud and disturbances)
- Ending a lease and delivery of the residence

It is important that we always have your most recent, correct data. This way we can always be of service to you. For this reason we process your email address and phone number, so we can always reach you.

We store your data in a secure database. That way your data is safe with us. We will never use more data than necessary. We will only share your data with other organisations if that is needed to perform our duties. An example are the tax authorities. Should we share your data with other parties, then we will always make arrangements about the protection of your data and for what purposes the other party may use your data.

We collect data of residence seekers through **Thuis in Limburg / Maastricht Housing / our own website or through local authorities**

**We need the following data to get in contact with you:**

- name, (postal) address, place of residence;
- phone number and e-mail address.

**To assess your suitability for a residence of Woonpunt we need the following additional information:**

- date of birth
- income data (income statement / salary statements / benefits statements / registration certificate from a higher education institute / statement from the Refugee Council or COA
- statement of the Personal Records Database (BRP) with a history of residences
- Family composition
- If needed data for Social Support Act-residences (WMO)
- Consent from budget manager or administrator
- A statement from the Credit Registration Office (BKR-registratie)

**In case you become a new tenant with us, we need the following data to draw up the rental agreement:**

- Bank account number
- Your identification. We don't save any copies.

### 3.2. Acquisitions and sales

Buying one of our residences? A estate agent will collect your data for us through the app Corpoflow. Don't have access to this app? You may also bring your data to the offices of the estate agent. We store all notarial documents in our main systems. Examples are the statement for settlement and the notarial act of delivery.

### 3.3. Association of property owners (VvE)

We participate in several Associations of property owners. Sometimes we need to share information from our customers with other members of these associations. In addition contractors that work for the association may receive these data. For example when they do maintenance on the building.

### 3.4. Managing the Association of property owners

We outsource the management of the association with third parties. The administrator communicates with buyers and third parties with whom Woonpunt does or does not have a partnership.

### 3.5. Does Woonpunt process particular data?

Are you a tenant or buyer ? It is possible that we process certain particular data of sensitive nature. We only do this when it is necessary to execute the agreement we have with you. It could be we process these data to ensure the safety of our employees, other tenants or third parties. Of course we never use more data than needed. Below you can read what data this is.

- Medical data. We use these to make (medical) changes to a residence.
- Data about disturbance or aggression. For example pieces of evidence such as photographs or videos. Letters and e-mails are included in this evidence.
- Data about housing fraud or misuse of a residence.
- Data about criminal activities or bothersome behaviour.
- Camera surveillance systems footage.

To contact your we at the least need the following data:

- First and last name
- Phone number and email address

To come to a sales agreement we need the following additional data:

- Name, (postal) address, place of residence
- Date of birth
- Place of birth
- Email address
- Phone number
- Marital status and marital property rights

### Association of property owners (and association administrator)

We share the following information:

- Name, (postal) address, place of residence
- Gender
- phone number and e-mail address.

### 3.6. Security cameras and electronic access administration

In several places we have camera surveillance or electronic access administration. These cameras never film the inside of residences. In addition, the public road and property of others is filmed as minimally as possible. The data of these cameras we only use to determine what has happened in case of incidents. This way we can work out exactly what the offence entailed and who were involved. Nobody has access to these data except for the operator and the police. We only store the data for a maximum of four weeks or as long as needed to resolve an incident.

### 3.7. Improving our service and information.

To better accommodate our customers, we process information about our services. With this information we hope to improve these services. That is why we do customer surveys. Participation is always voluntary. The company that does these surveys for us is called Inceptivize. Naturally your data is secure with them. We are unable to see what results belong to each participant. An exception is when you give permission for this link.

### 3.8. Confidentiality obligation

Only employees who need your data to fulfil their duties have access to your data and can, if need be, change them. Others can not process your data. All our employees have a confidentiality obligation. This way we protect your data.

### 3.9 How long do we keep your personal information ?

We will hold this information for as long as it is needed and relevant, or if we are required to do so by law.

## 4. Who do we share your information with ?

Sometimes we share your data with third parties. Below you will find a list of example organisations with whom we potentially share your data:

- Parties that we outsource certain services for you to. For example a contractor or a plumber who does a repair to your residence. With them we share your name, address, phone number and/or e-mail address. This way they can set up an appointment with your for the repair.
- Parties that do some of our services. For instance, IT-suppliers, mailing services, accountants, realtors and lawyers. We never share more data than necessary. If need be, we draw up an agreement with these parties. In this agreement we specify how your data is kept safe.
- We have a legal obligation to share your data with some parties. Examples are the tax authority (Belastingdienst) and the superintendent.
- It is possible that we share data with local authorities, police or medical facilities. We have several possible reasons to do so. For example, combating disturbance or fraud, or preventing or resolving problems such as debts. Another example is when we conduct our public duties, such as applying for urgency. Sharing this data is always in accordance with the law. Besides that we have separate agreements with each party. We never share or process more data than necessary and never store your civil service number.
- In certain circumstances we can put your name on a list. We do this when we vacate your residence or if you violate the Opium Law. If you threaten one of our employees, we will also put you on this list. Being on the list could have consequences for you if you ever wish to move to a different rental home. This includes residences with other housing corporations.
- We never share your data for commercial use.

### 4.1. Will my personal information be stored outside the EU ?

We strive to always protect your data as well as possible. If we do this outside of the Netherlands, we will only choose countries that offer sufficient protection. In principle we only do this within the EU or other countries within the European Economic Area. This countries follow the same law as the Netherlands does. Outside of these countries we will only allow your data to be processed if your privacy is protected as good as it is in the Netherlands.

## 5. What are your rights as tenant with Woonpunt?

We feel it is important you know how we treat your data. So if you have any questions about this, don't hesitate to ask them. In this chapter you can read what your rights are and what they mean for you.

### 5.1. Right of information

You have the right to have access to your information. This means we are obligated to inform you about how we process your data. We have formulated this in this statement. Want to know more? Send your questions to [privacy@woonpunt.nl](mailto:privacy@woonpunt.nl).

### 5.2. Right of access

You have the right to know what personal data we process. You can also enquire as to why we process your data. Feel free to ask us for a copy of these data. You may also ask us whether we share your data with third parties and if so, with whom. We will never send you data of others.

### 5.3. Right to rectification

Are your data incorrect? Or did something change? Please let us know as soon as possible. You can send us an email through [privacy@woonpunt.nl](mailto:privacy@woonpunt.nl). We ask you to describe what data we need to change. We will of course do this as soon as we can.

### 5.4. Right to erasure (right to be forgotten)

We are obligated to erase your data as soon as the retention period ends. We also erase your data if you no longer need them. You also may ask us to erase your data. This is called the right to be forgotten. Usually we will always follow this request. Sometimes we have good reasons not to. For example if we need your data for one of our previously formulated purposes. Another reason could be that we have an interest that is greater than your right to privacy.

### 5.5 Right to restriction of processing

You may ask us to (temporarily) stop processing your data. Possible reasons for this request could be that the data are no longer correct or are no longer needed for the purpose for which we got them. Usually we will also always follow this request, unless we have good reasons not to.

### 5.6 Right to data portability

You may ask us to transfer your data. We can transfer your data to you or to somebody else. This may be helpful if you wish to rent a residence with another housing corporation. We will only share this information if you ask us to.

The following data will never be shared by Woonpunt:

- Personal work notes and notes for internal use.
- Data of third parties. For example when there is a complaint about a tenant that cannot be shared anonymously
- Data that is used for prevention, investigation and prosecution of offences and other instances as stated in article 10 of the GDPR .

## 5.7 Right to object

You have the right to object to the processing of your data. Usually we will always follow this request, unless we have good reasons not to.

Are you dissatisfied with the way we handle your data? Do you want to object against the use of your data? Or do you feel we are not handling your privacy as well as we should? Please send your complaints to [privacy@woonpunt.nl](mailto:privacy@woonpunt.nl).

## 5.8 Right to withdraw consent

Do you wish we no longer used certain data of yours? You can always withdraw your consent. You can do this by sending an email to [privacy@woonpunt.nl](mailto:privacy@woonpunt.nl).

## 6 Questions and requests

### 6.1 Submitting a request

You may always submit a request to change your data. For example, if your address or name changes. Please send this request to [privacy@woonpunt.nl](mailto:privacy@woonpunt.nl). Submitting such a request is always free of charge. Below you can read what happens next with your request.

The first step is to ascertain your identity. We do this to prevent somebody else from making changes to your data. You can identify yourself in different ways, such as with your ID, with a videocall or with some control questions.

It is possible we have additional questions about your request. Please reply with the data we need as soon as possible. This way you can avoid that we put your request 'on hold'. This means we will not handle your request until you have answered our questions. Once you do, we will deal with your request.

We always strive to give you an answer as soon as possible. Our intention is to do this within a month. If your request is delayed, we will of course inform you.

It is possible that we deny your request. For example, we can deny your request if you make the same request multiple times a year. If you do, we will also inform you within a month why we denied your request. Do you wish to object our denial? You can send your complaint to the [Dutch Data Protection Authority \(Dutch DPA\)](#) or you can file a petition with the court.

### 6.2 Questions about your privacy?

It is important to us that our tenants, co-tenants, residents, residence seekers, buyers, members of the association of property owners and suppliers are satisfied and remain that way. If you ever have any questions about your privacy, feel free to contact our Privacy Officer.

#### **Contactgegevens Woonpunt:**

Stichting Woonpunt

t.a.v. Privacy Officer meneer Dahmen

Leidenlaan 18-20 6229 EZ Maastricht

Phonenumber: 088 - 050 62 23

E-mail: [privacy@woonpunt.nl](mailto:privacy@woonpunt.nl)

## 7 Modifications to the Privacy Statement

We may change this Privacy Statement. Anytime there is new data processing, we will alter the Statement to fit these changes. You can always find the most recent Privacy Statement on our website: [www.werkenbijwoonpunt.nl](http://www.werkenbijwoonpunt.nl).

The current most recent version is dated February 1<sup>st</sup> 2022.