

Privacy Policy GoToThisGuy.com (© HousingAgent.com B.V.)

This Privacy Policy will inform you about the manner your personal information is collected and used by visiting this website and using the services provided by us. This website is developed and marketed by HousingAgent.com B.V. ("[GoToThisGuy.com](https://www.gototthisguy.com)").

We, GoToThisGuy.com, act as data controller and are committed to carefully handling your personal information in accordance with the requirements as laid down in the applicable data protection regulation. This means, among other things, that we:

- explain in detail the categories of personal information we collect and how it is collected;
- clearly state for what purposes and on what legal basis we process your personal information;
- strive to limit the collection of personal information to those needed for legitimate purposes only;
- first request your consent to the processing of your personal information in cases where your consent is required;
- implement appropriate security measures to protect your personal information, and demand the same of parties processing personal information on our instructions;
- respect your right to request inspection of your personal information and have them corrected or deleted; among other rights you have as further described below.

Please note that your personal information may also be processed through the use of cookies and similar technologies. For more information about this type of processing we would like to refer you to our [Cookie Policy](#).

Our Privacy Policy and Cookie Policy may change over time. Therefore, we recommend you check both policies on a regular basis, to keep informed of any changes. In case we are legally required to notify you when changes are made, we will do so by informing you via email or other appropriate way. This Privacy Policy was most recently revised on December 1st 2020.

What we may use your personal information for

- **Performing the agreement** When you conclude an agreement with us, we may use your personal information to execute the agreement and the services related thereto. For instance, when you subscribe to our subscription services, your information will be used to deliver the services and execute the agreement. We may then send you service-related emails, administer your online account and use your company information for issuing invoices (insofar applicable). When necessary, we may send you notifications when changes are made to our policies and other (legal) documents which might concern you.
- **Customer service** When you reach out to us using via one of our communication channels (phone, email or other) made available to you via the website, the personal information you

provide is used to communicate with you in a personal way, in order to respond to your questions, requests or remarks you might have.

- **Evaluation of our services** We may request and/or offer you the opportunity to write a review on your experience with our services. Your review may be used and published on one or all of our (social media) channels, including our website and direct marketing campaigns. When legally required, we will only do so when you have consented thereto.
- **Reviews** On our website we offer the general public the option to submit reviews. Information provided along with the review, such as your name, may be used and published by us on our website.
- **Newsletter** When you sign up for a (digital) newsletter, we will use your email address to send you the requested (periodic) newsletter.
- **Direct marketing and online advertising** We may send you direct marketing messages and personalize parts of our services, including direct marketing messages (such as emails) and parts of our website. Also, to make the internet offer more interesting for you, we may use your information to (engage third parties to) display advertisements that fit your interests, for instance on platforms like Facebook. When legally required, we will only do so when you have consented thereto.
- **Measure performance** We may (engage third parties to) gather statistics on the use of our website and the effectiveness of our marketing campaigns, in order to improve our services and commercial proposition. When legally required, we will only do so when you have consented thereto.
- **Legal obligations** Some of your personal information may be processed in order for us to be able to comply with legal obligations.

The personal information we process

We only store and use personal information that is provided directly by you or which is clearly provided to us for the processing purposes as mentioned above. We will not use your personal information for any other purposes than it was originally collected for, unless we are legally allowed to or when you have given your consent. The following categories of personal information can be processed by us:

- **Personal and contact details** such as gender, first and last name, date of birth, age, nationality and/or language, phone number and email address, company name and business location.
- **Payment details** such as invoicing address, bank details.
- **Device and usage information** such as your IP address, which browser (user agent) and device you are using to visit our website or to read our emails, and the date, time, and referrer URL of your device request.

Legal grounds for processing your information

We will only process your personal information where we have a legal basis to do so. The corresponding legal grounds for the processing of personal information for the above purposes can be:

- You have given us consent to process your personal information (for example if you have subscribed to newsletter or other commercial communications, or affirmatively agreed to our use of cookies for which consent must be obtained);
- The processing is necessary for the performance of an agreement with you, or to prepare entering into an agreement with you at your request (for example if you subscribe to our subscription service or submitted a review);
- The processing is necessary for other legitimate interests pursued by us (we only use this ground if we are certain that your privacy is only minimally affected or not at all: for example, when we are using privacy friendly analytical tools);
- The processing is necessary to comply with a legal obligation (for example, due to fiscal regulation we need to retain certain customer data).

Third parties involved in processing your personal information

We may share your personal information with third party service providers (called 'processors') to perform certain processing activities on our behalf, such as parties involved in hosting our webservices. Please note that we will not share your personal information with third parties allowing them to use this information for their own purposes unless you have given explicit consent thereto. Categories of third party processors engaged by us are, for example, our IT-services providers (hosting, CRM-software) and parties engaged for services related to our marketing efforts (email campaigns providers).

Retention periods

Personal information collected will be retained no longer than necessary in order to fulfil the purposes as outlined in this Privacy Policy, unless a longer retention period is required and justifiable or permitted by law. A few examples:

- **When you purchase a subscription.** If you purchase a subscription, we will retain the personal information required for and during the execution of the agreement for as long as necessary to execute the agreement. We retain all contract details of previous customers for a maximum period of 24 months after expiry of the subscription.
- **When you contact us.** If you decide to contact us, we will retain the personal information received for as long as necessary to handle your request up until a maximum of 18 months after your contact request was handled, unless contact was sought in respect to a (paid) subscription. In such case the information will be retained in accordance with previous paragraph.

- **Your subscription to our newsletter.** If you signed up for newsletter, all personal information which is processed for this purpose, such as email address, will be retained until the moment you decide to unsubscribe. When unsubscribed, we will remove you from our list.

Your rights

In order to protect your privacy, you can at all times request access to your personal information and request rectification and/or deletion of your information in case these data are not correct or irrelevant for the mentioned purposes. To ensure you of the protection and privacy of your personal information, you have the following rights.

- You have the right to **request information** about the way we process your data and the purposes for which we do this.
- You have the right to request **access** to the personal information we have.
- You have the right to **rectify** which entails that you can ask us to modify your personal information in case the data is not up to date and/or accurate.
- You have the right to **withdraw your consent** which you have given earlier. A withdrawn consent results in a requirement for us to stop the processing the data that was based on that consent.
- You have the right to **object** to the processing of your personal information for a certain use.
- You have the right to be **forgotten**, also known as the right to erasure. This gives you the ability to ask us for deletion of your personal information stored by us. Please remember that in some cases we cannot fulfill this request, for example when we are legally obliged to retain certain data.

For these purposes you can contact us under mentioning of your name and your request. In order to make sure your request can be handled appropriately; we may ask you to identify yourself. Nevertheless, you have the right to lodge a complaint with a data protection authority in the member state where you are residing. An overview of all national data protection authorities can be found online.

Contact and company details

If you have any complaints about the way we process your personal information, we are glad to help you out. If you have any questions about privacy, you can contact us through the contact details mentioned below, but also through our social media channels indicated on our websites.

Company name : HousingAgent.com B.V. / GoToThisGuy.com
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