Privacy statement dockHolland

Who are we?

dockHolland values your trust in our company. In this privacy statement we inform you about how we handle personal data. When we refer to dockHolland in this statement we mean:

- dockHolland Huisvesting B.V., registered at the Chamber of Commerce under number 24255227, having its registered office at Industrieweg 130 A, 3044 AT Rotterdam; and
- dockHolland Shortstay B.V., registered at the Chamber of Commerce under number 50773119, having its registered office at Industrieweg 130 A, 3044 AT Rotterdam;.

dockHolland is responsible for dockHolland's personal data processing activities and is located at Industrieweg 130 A, 3044AT in Rotterdam, The Netherlands.

Privacy statement

In this document, we tell you which categories of personal data we process, why we do so and with whom we may share your personal data. In our processing operations, we comply with privacy regulations, including at least the General Data Protection Regulation (GDPR) and local privacy legislation. This means, among other things, that we:

- explain the purposes for which we process personal data;
- do not collect more personal data than necessary for these purposes;
- in cases where consent is required, ask you for such consent;
- take appropriate technical and organisational measures to protect your personal data;
- respect your rights with regard to your own personal data.

How do we collect and process personal data and for what purpose

Our aim is to provide you with the best possible service. We want to offer you targeted and personalised service and to do so we need your personal data.

1. **Website visitor**
   When you visit our website, we process technical data associated with the use of the website. The data enables us to manage our website and improve the accessibility of certain parts of the website. The information on the website is then quick and easy for you to find. Cookies are used for this purpose. You can find out more about the use of cookies in our cookie statement.

2. **Social media**
   If you log in via social networks to access our platforms and online services, you consent to sharing your user data with us. This includes, for example, your name, e-mail address, date of birth, location and other information you voluntarily share with us.

3. **Rent**
   When you wish to rent from us or are a tenant we process personal data. This includes activities related to renting, buying, using, maintaining, repairing, and servicing properties. It also involves collecting payments such as rent, handling disputes, and carrying out internal management activities. Additionally, it covers the implementation of laws, regulations, and social policies, including housing allocation and permits, preventing and addressing housing-related fraud and nuisance, meeting obligations regarding housing benefits, conducting audits, and promoting a safe and livable residential environment.

The processing concerns the following personal data: name, address, place of residence, telephone number, and email; a copy of proof of identity; date of birth and sex/gender; details of your partner and/or co-tenants or co-residents; current housing situation and preferences, financial information, specifically income details, source of income (in the case of a housing permit), bank account numbers, and any payment arrears; and information regarding nuisance and/or housing-related fraud.

Closed-circuit television (CCTV)
DockHolland uses closed-circuit television (CCTV) at its locations for security reasons. For example in combating crimes, vandalism and protecting the property. It is indicated if DockHolland makes use of camera surveillance. We only use the images to determine the nature of the violation or to identify perpetrators, persons involved or witnesses. The retention period is a maximum of four weeks or until any incident recorded on camera images has been processed.

Grounds for processing personal data
We process your personal data based on the GDPR and there are six grounds for this.

- Consent
  For example, if you have given your consent to the processing of personal data when creating an account or when subscribing to the newsletter. If you have granted permission for certain processing, you can also withdraw this permission at any time.

- Fulfilling an agreement
  We need your personal data to prepare and fulfil an agreement. We may also process your personal data as part of our obligation based on the agreement we conclude with you. This includes our obligations as an landlord towards you.

- Legal obligation of dockHolland
  dockHolland may be legally obliged to process personal data to comply with laws and regulations.

- Protection of vital interests
  For example, when it is essential for your life or health and we cannot ask you for permission. Think of an allergic reaction or condition where first aid has to be provided and we have to exchange data with care providers.

- Legitimate interest
  We may process your personal data when this is necessary for the purposes of our legitimate interests or those of a third party, provided that such interests are not overridden by your rights and interests. In our capacity as a housing provider and employer, our legitimate interests may include:
    - Verifying the identity and solvency of prospective tenants to ensure responsible tenancy and financial continuity;
    - Managing access to and safety within our properties (e.g. camera surveillance, keycard access logs);
    - Handling tenant disputes or debt collection in case of non-payment or breach of contract;
    - Maintaining contact with tenants about repairs, inspections or important changes in tenancy arrangements;

- Conducting limited marketing towards current tenants regarding relevant services (e.g. extended rental offers).

Sharing personal data with third parties
To serve you well as a customer, we sometimes provide personal data to third parties. We only provide your data to third parties engaged by us. We may share your data with the following (categories of) recipients:

- Maintenance companies;
- Your employer;
- Cleaning companies;
- Municipalities
- Police;
- Public Prosecutor's Office;
- Tax authorities;
- Network operators;
- UWV (Employee Insurance Agency);
- Legal service providers;
- Collection agencies and bailiffs;
- Real estate agents;
- Insurance companies;
- Data Protection Authorities or other supervisory authorities.

When we share your personal data, this is always done on a legal basis and because it is necessary. For example, in the context of the agreement we have with you. We may also share your data in the context of training courses or in our interest with business relations such as a lawyer in connection with proceedings or an accountant in the case of internal audits. We may also be required to provide personal data to supervisory authorities, investigative bodies and tax authorities. In cases other than those described above, we ask for your permission first.

Your personal data may be shared within the European Union with parties we work with. All EU Member States must comply with the GDPR and we ensure that we cooperate with parties where appropriate organisational and technical measures are in place to ensure the security of the transfer.

Retention periods
We need your personal data to serve you well. This also primarily determines the period we keep your personal data. Our basic principle is that we keep personal data only for as long as is necessary to provide you with the service. After this, we will delete your personal data.

In some cases, we are legally obliged to keep personal data for longer. For example, tax law requires us to keep tax-relevant personal data for seven years.

Personal data may be deleted at an earlier point in time if DockHolland receives notice from you to delete your personal data, except where DockHolland is still required to retain such data by law and/or regulation or, for example, in connection with ongoing proceedings.

Protection of personal data
We take appropriate organisational and technical security measures to protect your data against accidental loss and unauthorised access, use, alteration and disclosure. You are also responsible when it comes to protecting your data by, for example, not sharing your account data with third parties.

There are occasions when we transfer and/or store your personal data outside the European Economic Area (EEA). We have taken appropriate measures to protect your personal data and process it in accordance applicable laws and regulations. These appropriate measures include contractual provisions and appropriate security measures.

Rights of data subjects

Any person whose data we process have the following rights:

- Right to access your personal data;
- Right of data portability;
- Right to rectification and completion;
- Right to restriction of processing;
- Right to be forgotten;
- Right to object to data processing.

Should you wish to exercise any of your rights, please submit a request via the email address legal@dockHolland.com.

We do our best to handle your personal data as well as possible. If you nevertheless have a complaint about the way we collect, store or use your personal data, please let us know by sending your written question or complaint to the Legal Affairs department at legal@dockHolland.com or by post at Industrieweg 130 A, 3044AT in Rotterdam, The Netherlands.

If you are not satisfied with the way your request has been handled or when you have a complaint, you can always contact the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) via the website www.autoriteitpersoonsgegevens.nl or the Data Protection Authority in your country (https://www.edpb.europa.eu/about-edpb/about-edpb/members_en).

Modifications

As we cannot rule out the possibility that our services may change in the future, this privacy statement could also change in certain respects. We encourage you to consult this privacy statement regularly so that you are aware of any changes.

This version was drafted December 2025.