



# Privacy Statement

# Contents



Introduction	3	Targeted adverts on social media	15
Processes	3	Security and on-park disasters	16
Generic communication	3	CCTV	17
Booking a stay at Roompot	4	Tourist tax declaration	17
Taking out cancellation insurance	5	Night register	18
Relevant email notifications	6	Complaints handling	18
Securing annual spaces	6	Suspected food poisoning	19
Reserving a berth in a marina	7	Management info	20
Guest contact over the phone	8	Processing corporate guest bookings	20
Guest contact by email	9	Accommodation inspection	21
Reviews and surveys	9	Recipients	21
Guest credit control	10	Amendments to this Privacy Statement	25
Deposit	11	Your rights	25
Web shop supermarket	11	Technical and organisational provisions	27
Entertainment	12	Submitting a complaint	27
E-chopper rental	12	Contact details	27
Xenox music app	13		
Socials and chat	13		
Newsletters	15		

# Introduction



We rate your privacy extremely highly. Accordingly, we adhere to all relevant legislation and regulation, such as the General Data Protection Act (hereafter referred to as the GDPR).

Your personal data is in safe, professional hands with us. This Privacy Statement outlines everything Roompot does with the information we learn about you.

The information in this Privacy Statement relates to our guests and interested parties.

This Privacy Statement applies to Roompot. This includes the following entities: Roompot Services B.V., Roompot Recreatie Beheer B.V. and the park where you are staying.

If you have any further questions or would like to know exactly what data we hold about you, please contact Roompot. Our contact details are listed at the bottom of this Privacy Statement.

## Processes

Below you will find the processes that occur within our organisation. For each one we have listed the reasons for processing your personal data. The table below that shows the personal data we process. Occasionally, we forward your personal data on or third parties help us process your personal data. These third parties are also listed in the table.

## Generic communication

Purpose: Communication by Roompot with third parties and internal workforce communication

In this Privacy Statement we endeavour to specify as accurately as possible why, when and how Roompot communicates. However, certain (exceptional) cases may arise that are hard to readily categorise under one of the outlined processes. In such an instance, we apply the following personal data processing principles.

We process personal data based on our legitimate interest in conducting standard business operations.

<b>What kind of data do we process?</b>	<b>Upon what grounds do we process this data?</b>	<b>How long do we retain this data for?</b>	<b>Stakeholders</b>
Communication (Correspondence)	Legitimate interest	For as long as is necessary for the communication in question	Microsoft



Contact (Email address, Telephone number)	Legitimate interest	For as long as is necessary for the communication in question	Microsoft
Name (Full name)	Legitimate interest	For as long as is necessary for the communication in question	Microsoft

## Booking a stay at Roompot

Purpose: To facilitate guests in booking a stay at Roompot.

Are you planning on booking a stay at Roompot? We process various booking details. We do so to secure your booking. We may also process other data, depending on your preferred booking method. For instance, we process your IP address when you make your booking via a Roompot website. Plus your telephone number, when you make your booking over the phone. Want to know in precise detail? If so, you can e.g. look at our cookie statement or under "Guest contact" in this Privacy Statement.

Are you making a booking via a Roompot website? If so, we will save this booking for 14 days. This means you can continue planning your booking when you next visit our website.

What kind of data do we process?	Upon what grounds do we process this data?	How long do we retain this data for?	Stakeholders
Booking (Arrival date, Number of nights, Accommodation, Additional bookings, Booking date, Booking medium, Deposit, Travel group (number/age), Reservation number, Resort, Departure date)	Contract fulfilment	7 years	Maxxton, Sendgrid
Contact (Email address)	Contract fulfilment	7 years	Maxxton, Sendgrid
Financial (IBAN)	Contract fulfilment	7 years	Maxxton, Ingenico
Address (Full address)	Contract fulfilment	7 years	Maxxton, Sendgrid

Name (Full name)	Contract fulfilment	7 years	Maxxton, Sendgrid
------------------	---------------------	---------	-------------------

## Taking out cancellation insurance

Purpose: The guest taking out cancellation insurance.

Should you wish to, you can take out cancellation insurance via Roompot for your booking. We in turn hand over the relevant details to the insurance company: De Europeesche.

Claims can be made directly with De Europeesche. Unfortunately, Roompot cannot do this on your behalf. Is De Europeesche paying out? In this instance you will receive your payment via Roompot. This is why we save some of your insurance details.

What kind of data do we process?	Upon what grounds do we process this data?	How long do we retain this data for?	Stakeholders
Booking (Arrival date, Reservation number, Departure date)	Contract fulfilment	Is passed on	Europeesche Verzekeringen
Insurance (Coverage (activities/area/property/etc.), Copy of the policy, Policy number, Policy provisions, Premium)	Contract fulfilment	1 year 7 years if a claim is made	Microsoft, SBeffect
Gender (Gender)	Contract fulfilment	Is passed on	Europeesche Verzekeringen
Insurance (Claim pay out)	Contract fulfilment	7 years	Maxxton, Microsoft, SBeffect
Address (Full address)	Contract fulfilment	1 year 7 years if a claim is made	Microsoft, SBeffect
Name (Full name)	Contract fulfilment	1 year 7 years if a claim is made	Microsoft, SBeffect

## Relevant email notifications



Purpose: Sending relevant email notifications following a website visit or booking.

Guests who make a booking with Roompot will then receive one-off e-mail notifications. We also occasionally email you if you have visited the Roompot website. For example, to notify you that your booking is still incomplete.

<b>What kind of data do we process?</b>	<b>Upon what grounds do we process this data?</b>	<b>How long do we retain this data for?</b>	<b>Stakeholders</b>
Booking (Booking date)	Legitimate interest	5 years	Salesforce, Gen25
Reading & browsing behaviour (Distribution medium, Click behaviour, Reading behaviour, Opening page/newsletter)	Legitimate interest	5 years	Salesforce, Gen25, Google, Cloud Nine Digital
Contact (Email address, Telephone number)	Legitimate interest	5 years	Salesforce, Gen25
Gender (Preferred gender pronouns)	Legitimate interest	5 years	Salesforce, Gen25
Name (Full name)	Legitimate interest	5 years	Salesforce, Gen25

## Securing annual spaces

Purpose: Securing annual spaces for parks and vessels.

At Roompot you can enter into a year's contract for a berth or plot. As such, we enter into an agreement with you that we hold on file. Below we have listed the relevant data required for that.

<b>What kind of data do we process?</b>	<b>Upon what grounds do we process this data?</b>	<b>How long do we retain this data for?</b>	<b>Stakeholders</b>
Financial (BIC/SWIFT, IBAN)	Contract fulfilment	7 years Upon termination of the contract	Maxxton
Vessel	Contract fulfilment	7 years Upon termination of the contract	Maxxton

Contact (Email address, Telephone number)	Contract fulfilment	7 years Upon termination of the contract	Maxxton
Identification numbers (Reservation number)	Contract fulfilment	7 years Upon termination of the contract	Maxxton
Address (Full address)	Contract fulfilment	7 years Upon termination of the contract	Maxxton
Name (Full name)	Contract fulfilment	7 years Upon termination of the contract	Maxxton
Property/accommodation (Plot number, Rental period)	Contract fulfilment	7 years Upon termination of the contract	Maxxton

## Reserving a berth in a marina

Purpose: To facilitate a berth booking in one of the marinas.

If you would like to reserve a berth that is, of course, possible. However, we will though need to register the necessary details about you and the vessel in order to process the reservation.

<b>What kind of data do we process?</b>	<b>Upon what grounds do we process this data?</b>	<b>How long do we retain this data for?</b>	<b>Stakeholders</b>
Vessel	Contract fulfilment	7 years	Maxxton, SBeffect
Contract/agreement (Contractual arrangements)	Contract fulfilment	7 years	Maxxton, SBeffect
Insurance (Coverage (activities/area/property/etc.), Insurance company)	Contract fulfilment	7 years	Maxxton, SBeffect



Contact (Email address, Telephone number)	Contract fulfilment	7 years	Maxxton, SBeffect
Gender (Preferred gender pronouns)	Contract fulfilment	7 years	Maxxton, SBeffect
Address (Full address)	Contract fulfilment	7 years	Maxxton, SBeffect
Name (Full name)	Contract fulfilment	7 years	Maxxton, SBeffect

## Guest contact over the phone

Purpose: Having telephonic contact with (potential) guests, e.g., answering queries and completing bookings.

When you call Roompot we process various data in order to provide you with the best possible service. For example, if you have a booking query, we will retrieve your booking details.

All phone calls are recorded, so we can evaluate and improve the quality of our service provision.

<b>What kind of data do we process?</b>	<b>Upon what grounds do we process this data?</b>	<b>How long do we retain this data for?</b>	<b>Stakeholders</b>
Contact (Email address, Telephone number)	Legitimate interest	5 years	Maxxton, Salesforce, Gen25, Frontline, Genesys
Identification numbers (Reservation number)	Legitimate interest	5 years	Maxxton, Salesforce, Gen25, Frontline, Genesys
Communication (Phone call)	Legitimate interest	3 months	Frontline, Genesys
Name (Full name)	Legitimate interest	5 years	Maxxton, Salesforce, Gen25, Frontline, Genesys



## Guest contact by email



Purpose: To maintain contact with (potential) guests via email.

You can always email us your query. We will respond as promptly and efficiently as possible. If your query concerns a booking we will pull up your booking details, in order to help you as best we can.

What kind of data do we process?	Upon what grounds do we process this data?	How long do we retain this data for?	Stakeholders
Communication (Correspondence)	Legitimate interest	5 years	Maxxton, Microsoft, SBeffect, Salesforce, Gen25
Contact (Email address)	Legitimate interest	5 years	Maxxton, Microsoft, SBeffect, Salesforce, Gen25
Name (Full name)	Legitimate interest	5 years	Maxxton, Microsoft, SBeffect, Salesforce, Gen25

## Reviews and surveys

Purpose: Processing submitted guest reviews. Plus, sending and processing surveys that have been sent to guests.

We continuously strive to improve upon our guest satisfaction. As such, your input is crucial. That's why we send surveys and keep a close eye on reviews posted on other websites.

Sometimes we ask you if we can post a review on our own website. We will always seek your consent first though.

What kind of data do we process?	Upon what grounds do we process this data?	How long do we retain this data for?	Stakeholders
Survey/review	Legitimate interest	5 years	Customer Alliance, InSocial
Booking (Resort, Departure date)	Legitimate interest	5 years	Customer Alliance, InSocial

Name (Full name)	Legitimate interest	5 years	Customer Alliance, InSocial
------------------	---------------------	---------	-----------------------------

## Guest credit control

Purpose: Ensuring guests pay for their stay on time. Should this not happen, recovering the cancellation costs.

When you make a booking at Roompot we will send you an invoice to settle up. If you fail to pay this invoice on time, we will send you a reminder. It may, of course, simply have slipped your mind.

Has the payment remained outstanding over a long period of time? If so, we have no other choice but to cancel the booking and charge you for any corresponding costs. Should you fail to pay these costs we will unfortunately have to engage a debt collector.

What kind of data do we process?	Upon what grounds do we process this data?	How long do we retain this data for?	Stakeholders
Financial (Notice/reminder, Credit control phase, Delivered service/products)	Contract fulfilment	7 years	Microsoft, SBeffect, Debt collectors
Communication (Minutes)	Contract fulfilment	7 years	Microsoft, SBeffect, Debt collectors
Financial (Outstanding balance, Transactions)	Contract fulfilment	7 years	Microsoft, SBeffect, Maxxton
Booking (Reservation number)	Contract fulfilment	7 years	Microsoft, SBeffect, Maxxton
Identification numbers (Reservation number)	Contract fulfilment	7 years	Microsoft, SBeffect, Maxxton
Name (Full name)	Contract fulfilment	7 years	Microsoft, SBeffect, Maxxton

# Deposit



Purpose: Calculating the deposit.

We will ask you to pay a deposit. We check your accommodation after you have checked out. If everything has been left as you found it, we will reimburse your deposit. Should any damage or other incident be noted, we will use (part of) the deposit to redress the issue.

<b>What kind of data do we process?</b>	<b>Upon what grounds do we process this data?</b>	<b>How long do we retain this data for?</b>	<b>Stakeholders</b>
Property/accommodation (Accommodation)	Contract fulfilment	7 years	Maxxton
Booking (Deposit)	Contract fulfilment	7 years	Maxxton, ABN Amro
Financial (IBAN)	Contract fulfilment	7 years	Maxxton, ABN Amro
Financial (Outstanding balance)	Contract fulfilment	7 years	Maxxton
Name (Full name)	Contract fulfilment	7 years	Maxxton, ABN Amro

# Web shop supermarket

Purpose: Processing orders placed on [supermarkt.roompot.nl](https://supermarkt.roompot.nl).

Prior to your stay you can order groceries and have them delivered to your accommodation. For this we process the following data:

<b>What kind of data do we process?</b>	<b>Upon what grounds do we process this data?</b>	<b>How long do we retain this data for?</b>	<b>Stakeholders</b>
Financial (IBAN)	Contract fulfilment	7 years	Sendgrid, Stroel BVBA, Ingenico
Order (Order number)	Contract fulfilment	7 years	Sendgrid, Stroel BVBA
Identification numbers (Reservation number)	Contract fulfilment	7 years	Sendgrid, Stroel BVBA
Address (Full address)	Contract fulfilment	7 years	Sendgrid, Stroel BVBA

Name (Full name)	Contract fulfilment	7 years	Sendgrid, Stroel BVBA
------------------	---------------------	---------	-----------------------

## Entertainment

Purpose: Making catering or entertainment reservations.

Online reservations, for say, catering, the swimming pool or bowling, are easily done at Roompot. To effectively process your reservation, we need the following details.

What kind of data do we process?	Upon what grounds do we process this data?	How long do we retain this data for?	Stakeholders
Booking (Arrival date, Accommodation, Booking date, Travel group (number/age), Catering/entertainment reservation, Reservation number, Departure date)	Contract fulfilment	7 days	Maxxton, Jimani Automatisering, Koole Controls
Contact (Email address, Telephone number)	Contract fulfilment	7 days	Maxxton, Jimani Automatisering, Koole Controls

## E-chopper rental

Purpose: Renting E-choppers on the park.

Roompot has an E-chopper rental service at some parks. If you would like to make use of that service we will record your details, so we know who has taken which E-chopper, and for how long. We only use your driving licence number in the event you don't return the E-chopper.

What kind of data do we process?	Upon what grounds do we process this data?	How long do we retain this data for?	Stakeholders
Financial (Credit card, IBAN)	Contract fulfilment	7 years	Upta, CCV

Date & time (Date)	Contract fulfilment	1 day	
Mode of transport incl. use (Registration number, Mileage)	Contract fulfilment	5 years	Spyder Wheelz
Identification numbers (Reservation number)	Contract fulfilment	1 day	
Contact (Telephone number)	Contract fulfilment	1 day	
Name (Full name)	Contract fulfilment	1 day	
Proof of ID (Document number)	Contract fulfilment	5 years	

## Xenox music app

Purpose: Making the Xenox Music app available.

At certain parks you can manage music streaming via the Xenox platform.

What kind of data do we process?	Upon what grounds do we process this data?	How long do we retain this data for?	Stakeholders
Contact (Email address)	Consent		Auth0 Inc, Xenox
Location (GPS (dynamic))	Consent		Auth0 Inc, Xenox

## Socials and chat

Purpose: Interaction with (potential) guests via social media channels or the live chat functionality on Roompot's website.

Have you got in touch with us via WhatsApp, a social media channel or live chat on our website? If so, we will process some of your details. The exact kind of data we will process depends on the medium you have used. A handful of third parties support us in managing our accounts, and as such also have access to your messages. Naturally, they treat these as classified, and they are bound by confidentiality.

What kind of data do we process?	Upon what grounds do we process this data?	How long do we retain this data for?	Stakeholders
Booking (Arrival date, Number of nights, Accommodation, Additional bookings, Travel group (number/age), Reservation number, Departure date)	Legitimate interest	Access as & when necessary	
Communication (Correspondence)	Legitimate interest	For as long as is necessary for the communication in question	YourSocial, Meta Inc., Maxxton, Salesforce, Gen25, Social 25, Twitter Inc., Intercom
Login (Username)	Legitimate interest	For as long as is necessary for the communication in question	YourSocial, Meta Inc, Salesforce, Gen25
Communication (Minutes)	Legitimate interest	For as long as is necessary for the communication in question	Maxxton, Salesforce, Gen25
Age (Age)	Legitimate interest	Access as & when necessary	
Contact (Social media account)	Legitimate interest	For as long as is necessary for the communication in question	YourSocial, Meta Inc, Salesforce, Gen25
Contact (Telephone number)	Legitimate interest	For as long as is necessary for the communication in question	Meta Inc., Salesforce, Gen25
Name (Full name)	Legitimate interest	For as long as	YourSocial, Meta Inc.,



---

is necessary for the communication in question  
Maxxton, Salesforce, Gen25, Social 25, Twitter Inc., Intercom

---

## Newsletters

Purpose: Sending newsletter to guests and people subscribed to it.

Roompot periodically sends newsletters to guests and other interested parties. If you have made a booking with Roompot, we will send this newsletter based on our legitimate interest in informing our guests. Otherwise, we will only send newsletters to people who have signed up for them.

What kind of data do we process?	Upon what grounds do we process this data?	How long do we retain this data for?	Stakeholders
Gender (Preferred gender pronouns)	Legitimate interest	5 years	Salesforce, Gen25
Reading & browsing behaviour (Click behaviour, Reading behaviour, Opening page/newsletter)	Legitimate interest	5 years	Salesforce, Gen25
Name (Full name)	Legitimate interest	5 years	Salesforce, Gen25

## Targeted adverts on social media

Purpose: Approaching Roompot's target groups via the appropriate channels, as per the recipient's preferences.

We are keen to inform you about interesting offers and other news. To this end, we place specific adverts on social media. This allows us to reach the people for whom the news is of relevance. To do so effectively, we process some of your personal data. This is done, for example, by using cookies.

Would you like to learn more about cookies on the Roompot websites? If so, please refer to our Cookie Statement.

What kind of data do we process?	Upon what grounds do we process this data?	How long do we retain this data for?	Stakeholders
Booking (Arrival date, Travel group (number/age), Resort, Departure date)	Consent	One-off use for specific targeting	Meta Inc., YourSocial, Google, Cloud Nine Digital, Twitter Inc.
Contact (Email address)	Consent	One-off use for specific targeting	Meta Inc., YourSocial, Google, Cloud Nine Digital, Twitter Inc.

## Security and on-park disasters

Purpose: Park security and processing disaster reports

Our parks are monitored for your security, and ours. Reports and incidents are responded to rapidly and effectively. Formal warnings can also be issued. In exceptional cases we will ask a guest or travel group to leave the park. Is your stay at the park booked via your company? If so, we will also notify your employer of any formal warnings or expulsions.

What kind of data do we process?	Upon what grounds do we process this data?	How long do we retain this data for?	Stakeholders
Booking (Accommodation, Resort)	Legitimate interest	Depends on the report/incident	Maxxton, Microsoft, HS Security
Corporate (Company name/employer)	Legitimate interest	Depends on the report/incident	Maxxton, HS Security
Incidents	Legitimate interest	Depends on the report/incident	HS Security, Microsoft
Booking (Reservation number)	Legitimate interest	Depends on the report/incident	Maxxton, HS Security





---

Name (Full name)	Legitimate interest	Depends on the report/incident	Maxxton, HS Security
------------------	---------------------	--------------------------------	----------------------

---

## CCTV

Purpose: CCTV at Head Office and the parks.

To ensure the safety of guests, personal property and our employees, CCTV is in operation in various locations. In highly exceptional cases temporarily concealed CCTV is also deployed. We only do so if no other option is available to us.

The exact retention period of security footage varies per location, yet is always less than 14 days.

Roompot is acutely aware that the filming of guests and employees comprises a significant infringement of privacy. That is why we handle the footage with extreme care and only film where necessary.

---

What kind of data do we process?	Upon what grounds do we process this data?	How long do we retain this data for?	Stakeholders
Photo & video (Security footage)	Legitimate interest	7 days	SBeffect, HS Security

---

## Tourist tax declaration

Purpose: Issuing the mandatory tourist tax declaration.

Roompot is statutorily obliged to state how much tourist tax is to be deducted. We calculate this by looking at how much has been paid per reservation. To this end, we require certain details about your stay for processing.

---

What kind of data do we process?	Upon what grounds do we process this data?	How long do we retain this data for?	Stakeholders
Address (City, Post code)	Statutory obligation	7 years After tourist tax declaration	Maxxton, Microsoft

---

Booking (Arrival date, Accommodation, Travel group (number/age), Resort, Departure date)	Statutory obligation	7 years After tourist tax declaration	Maxxton, Microsoft
--	----------------------	--	-----------------------

## Night register

Purpose: Managing the night register

Roompot is statutorily obliged to keep a night register. For this we require certain details. The local council the park or accommodation is located in can request this register from us.

What kind of data do we process?	Upon what grounds do we process this data?	How long do we retain this data for?	Stakeholders
Address (City)	Statutory obligation	7 years	Maxxton, Local councils
Booking (Arrival date, Departure date)	Statutory obligation	7 years	Maxxton, Local councils

## Complaints handling

Purpose: Handling complaints submitted to Roompot.

We do our utmost to ensure your stay at Roompot is the best it can be. Unfortunately, we sometimes fall short of the mark. You can always submit a complaint if you feel the need to do so. We will then put our heads together to try and find an appropriate solution.

Still feel the issue is unresolved? Please feel free to take further steps. For instance, you could approach the Disputes Committee. In such an instance we will usually provide your details to our lawyer, to help us further.

What kind of data do we process?	Upon what grounds do we process this data?	How long do we retain this data for?	Stakeholders
Booking (Arrival date, Number of nights, Accommodation, Additional bookings, Booking date, Booking medium, Deposit, Reservation number, Resort, Departure date)	Legitimate interest	7 years	Microsoft, Salesforce, Gen25

Complaints (Compensation)	Contract fulfilment	7 years	Maxxton, Salesforce, Gen25, Microsoft
Communication (Correspondence)	Legitimate interest	7 years	Maxxton, Salesforce, Gen25, Microsoft
Financial (IBAN)	Contract fulfilment	7 years	Microsoft, Salesforce, Gen25
Complaints (Complaint)	Legitimate interest	7 years	Maxxton, Salesforce, Gen25, Microsoft
Address (Full address)	Legitimate interest	7 years	Salesforce, Gen25
Name (Full name)	Legitimate interest	7 years	Microsoft, Salesforce, Gen25

## Suspected food poisoning

Purpose: Handling or investigating suspected food poisoning at one of the parks.

What kind of data do we process?	Upon what grounds do we process this data?	How long do we retain this data for?	Stakeholders
Miscellaneous	Consent	Deleted immediately after sending to Bureau de Wit	Bureau de Wit
Address (Full address)	Legitimate interest	Deleted immediately after sending to Bureau de Wit	Bureau de Wit
Name (Full name)	Legitimate interest	Deleted immediately	Bureau de Wit

		after sending to Bureau de Wit	
Well-being (Ailment/diagnosis)	Consent	Deleted immediately after sending to Bureau de Wit	Bureau de Wit

## Management info

Purpose: Gaining insight into various Roompot activities for the improvement of the organisation and its service provision.

When formulating management information we always strive to only process required information. At no time will generated reports contain personal data.

What kind of data do we process?	Upon what grounds do we process this data?	How long do we retain this data for?	Stakeholders
Miscellaneous	Legitimate interest	7 years	Microsoft

## Processing corporate guest bookings

Purpose: To process bookings, whereby an employer rents accommodation and has employees living there.

If you are staying in employer-owned accommodation, it is important Roompot knows who is at the park. For this reason we also record employee details and the accommodation they are staying in.

What kind of data do we process?	Upon what grounds do we process this data?	How long do we retain this data for?	Stakeholders
Corporate (Company name/employer)	Legitimate interest	7 years	Maxxton
Contact (Email address, Telephone number)	Legitimate interest	7 years	Maxxton
Age (Date of birth)	Legitimate interest	7 years	Maxxton

Address (Full address)	Legitimate interest	7 years	Maxxton
Name (Full name)	Legitimate interest	7 years	Maxxton
Property/accommodation (Accommodation, Rental period)	Legitimate interest	7 years	Maxxton

## Accommodation inspection

Purpose: To check the condition of properties rented to companies and lived in by employees.

Roompot is committed to the sustainable quality of its accommodations. Leisure guest accommodations are therefore inspected after departure. As this entails long-term rental, it is necessary to review the condition of the accommodation in the interim. If defects or other irregularities are observed, we will inform the employer.

What kind of data do we process?	Upon what grounds do we process this data?	How long do we retain this data for?	Stakeholders
Property/accommodation (Accommodation, State of repair, Type of use)	Legitimate interest	7 years	Maxxton, Employers
Name (Full name)	Legitimate interest	7 years	Maxxton, Employers

## Recipients

Above we listed the third parties that may potentially process your personal data too. We call these third parties 'recipients'. The table below lists all of these recipients. We have also stated what they do, plus their contact details. This way, you always know where your personal data is processed.

Sometimes a recipient processes your data outside of the EU. Rest assured, caveats are attached. The GDPR mandates us to take specific pre-determined steps in such an instance. Which, of course, we do. Below we have outlined the measures we take.

Also important to know is that Roompot isn't the owner and/or manager of every park. To facilitate your stay at the park we therefore need to share your reservation details with the park owners/managers. In such cases we bear joint liability for your personal data, with agreements in place to back that up. In a nutshell, this means

Roompot is your point of contact for any queries or in the event of a data breach. Similarly, as a rule, it will be Roompot who notifies the authorities and yourself, of any potential data breach.



<b>Recipient</b>	<b>Explanation</b>	<b>Recipient details</b>
Maxxton	Online reservation system provider	Kousteensedijk 5 4331 JE, Middelburg The Netherlands  Outside the E.E.A. Warranties: Standard Contractual Clauses (India)
Microsoft	Microsoft 365	One Microsoft Place, South County Business Park, Leopardstown P521 D18, Dublin Ireland
Jimani Automatisering	Catering & entertainment reservation system	Kattendijksedijk 19 4463 AL, Goes The Netherlands
Koole Controls	Parks and facilities access check	Columbusweg 42 4462 HB, Goes The Netherlands
CCV	Payment processing	Westervoortsedijk 55 6872 AT, Arnhem The Netherlands
Upta	Point of sale system	Korte Eeweg 11 4424 NA, Wemeldinge The Netherlands
Salesforce	CRM system	Mission Street 415 (Salesforce Tower 3rd Floor) CA94105, San Francisco United States  Outside the E.E.A. Warranties: Standard Contractual Clauses (United States of America)
HS Security	Security	Mariapolderseweg 1 4493 PH, Kamperland The Netherlands
SBeffect	ICT support	Amundsenweg 51-53 4462 GP, Goes The Netherlands

Stroel BVBA	Development	Tramstraat 1 8680, Koekelare Belgium
Sendgrid	Email links (part of Twilio)	Dublin Landings, North Wall Quay 3 Dublin Ireland  Outside the E.E.A. Warranties: Standard Contractual Clauses (United States of America)
Google	Provider of various online tools	Gordon House, Barrow Street D4, Dublin Ireland
Gen25	Salesforce implementation and support	Gustav Mahlerlaan 350-B 1082 ME, Amsterdam The Netherlands
YourSocial	Social media support and management	Georgia United States  Outside the E.E.A. Warranties: Standard Contractual Clauses (United States of America)
Frontline	Telephony	Lange Dreef 15 4131 NJ, Vlanen The Netherlands
InSocial	Feedback software	Phoenixstraat 58 2611 AM, Delft The Netherlands
Spyder Wheelz	E-choppers	Duwboot 99 3991 CG, Houten The Netherlands
Ingenico	Payment Service Provider and terminals	Neptunusstraat 41-63 2132 JA, Hoofddorp The Netherlands
Meta Inc.	Social media	Grand Canal Square, Grand Canal Harbour 4 D02x525, Dublin Ireland

		Outside the E.E.A. Warranties: Standard Contractual Clauses (United States of America)
Debt collectors		Depends on the debtor
Europeesche Verzekeringen	Cancellation insurances (part of ASR)	Archimedeslaan 10 3584 BA, Utrecht The Netherlands
ABN Amro	Payment and Receipt	Gustav Mahlerlaan 10 1082 PP, Amsterdam The Netherlands
Local councils	Concerns the local council the accommodation is located in	Depends on the accommodation
Intercom	Live chat	3rd Floor, Stephens Ct., 18-21 St. Stephen's Green Dublin 2, Dublin Ireland
		Outside the E.E.A. Warranties: Standard Contractual Clauses (United States of America)
Twitter Inc.	Twitter	One Cumberland Place, Fenian Street Dublin 2 D02 AX07, Dublin Ireland
Social 25	Social media links	Gustav Mahlerlaan 350-B 1082 ME, Amsterdam The Netherlands
Xenox	Music computer	Lingedijk 80 4196 HC, Tricht The Netherlands
Auth0 Inc	Digital access security	100 First Street Floor 6 CA 94105, San Francisco United States
		Outside the E.E.A. Warranties: Standard Contractual Clauses (United States of America)





Bureau de Wit	Food quality and incident investigation	Transistorstraat 20 1322 CE, Almere The Netherlands
Customer Alliance	Feedback tools	CA Customer Alliance GmbH Ullsteinstr. 130 Tower B 12109, Berlin Germany
Genesys	Telephony	Prins Bernhardplein 200 1097 JB, Amsterdam The Netherlands  Outside the E.E.A. Warranties: Standard Contractual Clauses (United States of America)
Cloud Nine Digital	Google Analytics	Johann Siegerstraat 24 1096 BH, Amsterdam The Netherlands

## Amendments to this Privacy Statement

Roompot is a dynamic organisation. This may impact your personal data. For instance, we may start processing more of your personal data, or for different purposes. However, we will always provide advance notice. We do so by making amendments to this Privacy Statement. Would you like to know when this Privacy Statement comes into effect? If you go right to the top of this statement, you'll see the start date listed.

## Your rights

If we process your personal data, you in turn are entitled to certain rights. Would you like to exercise these rights? If so, please get in touch with us, stating the right(s) you wish to exercise. Our contact details are listed at the bottom of this Privacy Statement.

Please clearly state your name. This will ensure we don't mistakenly adjust or delete data for another person. It may be the case that we aren't able or authorised to carry out your request. This depends on a number of issues. Which we will of course always notify you of. Would you like more information about your rights? If so, please visit the Dutch Data Protection Authority's website.

As a rule, we will carry out your request within 1 month. Occasionally this may unfortunately take longer. In this instance we will notify you and explain why we need more time.



You are entitled to the following rights:

#### **Right of access**

Would you like to know what kind of personal data Roompot processes about you? If so, you can submit a request to inspect this data. It's more than likely that we process different categories of your personal data. Or for several purposes. You may only wish to inspect some of the data that has been processed. Please therefore clearly state exactly what it is you wish to inspect.

#### **Right to rectification**

Has it transpired that your personal data held by Roompot is inaccurate, incomplete or irrelevant? If so, you can submit a request to have your data changed or supplemented. You can request rectification if your personal data is inaccurate, incomplete, irrelevant to the purpose for which it was collated or if we use your personal data in such a way that you believe contravenes legislation.

#### **Right to erasure**

You can ask us to erase your personal data. However, we would like to stress that we most likely won't be able or authorised to erase all your personal data. We will however always keep you notified in this instance.

#### **Right to data portability**

If Roompot processes your personal data you can exercise your right to data portability (transmission of personal data), as you have provided your consent to do so. Or to be able to fulfil a contract with you. Please note: this only applies to data that we process digitally. So, not to hard copies.

#### **Right to restrict processing**

In certain circumstances an organisation may no longer use your personal data. Nor can it (yet) erase the data either. In such an instance the organisation must temporarily cease using your personal data. This is known as the right to restrict processing. You can ask us to limit the processing of your personal data.

#### **Right to object**

There are two situations in which you can ask Roompot to cease using your personal data. This is known as the right to object. Firstly, if we use your personal data for direct marketing purposes. Secondly, you can object against the use of your personal data based on your specific individual situation.

#### **Right to revoke consent**

Does Roompot process your personal data based on your consent? If so, you can revoke your consent at any given time. We will no longer process your personal data from that moment on. Unless (other) reasons for processing your personal data prevail.

# Technical and organisational provisions



We deem personal data security to be paramount. We take the following steps to safeguard your privacy:

## Technical provisions:

- Access to your personal data is protected by a username (where feasible) and password, which is subject to a password policy.
- Access to personal data is protected by a username and a login token (where feasible).
- Upon receipt, personal data is saved in separate, encrypted folders.

## Organisational provisions:

- Access to files is restricted via roles & rights.
- We take physical steps, such as access protection locks for the systems storing personal data.
- Periodic review of the effectiveness of our provisions.

## Submitting a complaint

If you wish to submit a complaint about the use of your personal data please email: [privacy@roompot.nl](mailto:privacy@roompot.nl). We address any complaint internally and communicate this further with you.

In addition, you have the right to file a complaint with the regulator at any time. In The Netherlands that would be the Dutch Data Protection Authority.

## Contact details

Should you have any questions or wish to know what personal data we hold about you, please get in touch with us. The contact details are listed below.

Roompot  
Schuiverweg 2  
4462 HK, Goes  
The Netherlands  
E-mail address: [privacy@roompot.nl](mailto:privacy@roompot.nl)  
Telephone: +31 (0)88 0444 999