

## **Privacy statement**

This privacy statement explains how your NVM real estate broker and the NVM deal with your data.



### **What data are stored by NVM real estate brokers?**

#### *You are selling or renting out your dwelling*

If you engage an NVM real estate broker when you are selling or renting out your dwelling, the real estate broker's office will record the following data:

- your name, address and contact details, such as your telephone number and e-mail address
- the reason why you are selling or renting out, such as a larger dwelling or a change in your work
- the date of the registration of the dwelling and the period that the dwelling is or has been for sale or to rent
- the description and characteristics of the dwelling, such as the sale or rental price, the year of construction, the surface areas and layout, land registry details and the value for the purposes of the Dutch Valuation of Immovable Property Act
- photos and videos of the dwelling
- the reason for any withdrawal of the assignment to act as an intermediary
- when the dwelling has been sold or rented out: the transaction data such as the sale or rental price and the transaction date
- other information that you provide to your NVM real estate broker

#### *You are looking for another dwelling*

If you engage an NVM real estate broker for the sale or renting out of a dwelling, the real estate broker's office will record the following data:

- your name, address and contact details, such as your telephone number and e-mail address
- the search profile containing your wishes
- information about your current dwelling, such as the sales or rental price
- the reason why you are selling or renting out, such as a larger dwelling or a change in your work
- your age, income category and family composition
- if you have purchased or rented a dwelling: the transaction details, such as the purchase or rental price and the transaction date
- other information that you provide to your NVM real estate broker

*You are purchasing or renting a dwelling from someone who has engaged an NVM real estate broker*

If you have purchased or rented a dwelling and the seller or landlord was assisted by an NVM real estate broker, the real estate broker's office may record the following data:

- your name, address and contact details, such as your telephone number and e-mail address
- data about the dwelling you have purchased or rented, such as the address, characteristics of the dwelling, the sale or rental price and the transaction date
- the reason for selling or renting
- your age, income category and family composition
- information about your former dwelling, such as the sales or rental price
- other information that you provide to the NVM real estate broker

#### **What do NVM real estate brokers use this data for?**

*You are selling or renting out your dwelling or you are looking for another dwelling*

Your NVM real estate broker uses your data to carry out the intermediary task that you have assigned to him. Your data may also be used:

- to bring your dwelling to public attention, e.g. on the Funda website, on the website of the real estate broker's office or in sales brochures
- to carry out assessments and other valuation appraisals (your dwelling will be used only as a reference property)
- for performing analyses and compiling reports, so that your NVM real estate broker can improve his service
- for sending you information about the products and services of your real estate broker; if you do not wish to receive such information, you can contact your real estate broker's office

*You are purchasing or renting a dwelling from someone who has engaged an NVM real estate broker*

The NVM real estate broker of the seller or landlord uses your data to keep in contact with you, e.g. in order to send you the purchase agreement. Your data may also be used:

- for advice purposes, if you have requested such
- for performing analyses and compiling reports, so that the NVM real estate broker can improve his service

## **NVM exchange system**

The systems of your NVM real estate broker are linked to the NVM national exchange system. This system contains up-to-date information about all dwellings and other immovable items that are on sale or to rent at NVM and other real estate brokers. All NVM real estate brokers are connected to this system. You can read below how your data are used in the context of the NVM exchange system.

## **About the NVM**

The NVM is the largest Dutch association for real estate brokers and property experts. The NVM offers support to its affiliated real estate brokers and administers the central exchange system with which NVM real estate brokers can share information about dwellings and other immovable items. The NVM is located in Nieuwegein.

## **What data are stored by the NVM?**

The NVM receives part of the data stored by real estate brokers via an automatic link. This relates to the data categories referred to above, with the exception of your name or other direct identification data. These data are stored only in the systems of the real estate broker's office.

## **What does the NVM use this data for?**

The data are used by NVM in the context of the administration and maintenance of the exchange system. The NVM also uses the data for statistical and other research, e.g. in the context of the presentation of the Dutch housing market quarterly figures.

## **Access to data**

NVM real estate brokers have access to the national exchange system in the context of their services, including the purchase and sale of dwellings and carrying out assessments and other valuation appraisals. NVM staff have access to the system in the context of their daily activities. The NVM issues certain data from the national exchange system to selected third parties, including:

- valuers, for carrying out assessments and other valuation appraisals
- validation institutes, for checking assessment reports
- municipalities, for determining the value for the purposes of the Dutch Valuation of Immovable Property Act
- the Dutch Ministry of Infrastructure and the Environment, for housing market research
- universities, for research purposes
- non-NVM real estate brokers, banks, project developers and housing corporations, for research purposes (e.g. the housing demand in a certain region)

The above parties have access to data only in so far as that is necessary for the purposes referred to above and data are issued, where possible, in aggregate form. The NVM has adopted contractual and technical measures to ensure that this is the case.

### **Security and retention period**

Your NVM real estate broker and the NVM will ensure that your data are properly secured, so that they protected against unauthorised use, unauthorised access and wrongful destruction. Your data will be retained for as long as required for the above purposes or in so far as such is necessary for compliance with statutory obligations and for solving any disputes.

### **Access, correction and removal**

As the NVM does not process any names or any other direct identification data, your request to access, correct or remove data should be forwarded to your real estate broker's office, stating your name and address. In principle, your real estate broker's office will respond to a request for inspection or correction within four weeks. In the case of a request for removal, your real estate broker's office will remove the personal data in question as soon as possible, unless and in so far as the law obliges the NVM to retain the personal data in question or if there are other urgent reasons that prevents the removal of such.

### **Do you have any questions?**

Your NVM real estate broker and the NVM take your privacy very seriously. If you have any questions, do not hesitate to contact your own NVM real estate broker.

### **Complaints?**

If there is an issue you can't solve with your NVM real estate broker you can contact the Complaint Coordinator of the NVM at: [klachtencoördinator@nvm.nl](mailto:klachtencoördinator@nvm.nl). In that case, the NVM Data Protection Officer of the NVM will also consider the complaint.