

## Privacy statement

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

### What data is stored by NVM real estate brokers?

#### *You want to sell your residential property*

If you engage a NVM real estate broker when you are selling your residential property, the real estate broker's office will record the following data:

- Contact details, such as your name, address, telephone number and e-mail address.
- The reason for selling, such as upsizing or a change of work.
- The date when the property came onto the market and how long it has been for sale.
- The description and characteristics of the residential property, such as the asking price, the year of construction, the surface areas and layout, land registry details and municipality-assessed value of the property for the purpose of calculating local property tax, as well as photos and videos of the residential property.
- The reason for possible cancellation of the estate agency agreement.
- Data required if a statutory check is necessary within the legislative framework of the Money Laundering and Financing of Terrorism Act (Wwft).
- Data necessary to draw up the conveyancing contract, including verification of your identity.
- Once the residential property has been sold: the transaction details such as the sales price and the transaction date.
- Other information that you provide to your NVM real estate broker.

#### *You want to buy a residential property*

If you engage a NVM real estate broker to buy a residential property, the real estate broker's office will record the following data:

- Contact details, such as your name, address, telephone number and e-mail address.
- Details of the type of property you are looking for.
- Information about your current property, such as the purchasing or rental price.
- The reason why you are buying, such as upsizing or a change of work.
- Your age, income category and family composition.
- Data required if a statutory check is necessary within the legislative framework of the Money Laundering and Financing of Terrorism Act (Wwft).
- Data necessary to draw up the conveyancing contract, including verification of your identity.
- Once the residential property has been sold or rented: 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 a NVM real estate broker*

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

- Contact details, such as your name, address, telephone number and e-mail address.
- Data about the property you have purchased or rented, such as the address, characteristics of the property, the selling or rental price and the transaction date.
- The reason for selling or renting.

- Your age, income category and family composition.
- Information about your former property, such as the selling 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 property or you are looking for another property*

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 property 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 property 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 property from someone who has engaged a 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 property 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 property. 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 related 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 there is adequate security so that your data is protected against unauthorised use, unauthorised access, modification and unlawful 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.

### **View, change or delete data**

The NVM does not process names or any other directly identifying data. If you want to view, change or delete your data, then please send your request to the estate agent by letter or e-mail, stating your name, address and reason for your request. Your request will be granted as quickly as possible, unless the law obliges to keep the data or if there are (other) urgent reasons preventing your data from being amended or deleted.

### **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 or the NVM via consumer information:

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3430 DC Nieuwegein  
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