

## **Processing en security of personal information**

When you make a booking to stay at our park, we will need certain information to complete the reservation. As well as in other cases, for example; informative requests, competitions, and visits to our website, we process information. Herewith, we use third parties who receive certain personal data on the behalf of processing information for Villavakantiepark IJsselhof B.V. This happens with, for example, sending brochures or mail, or when processing guest surveys. When talking about a reservation it is self-evident that your personal information will only be shared with Villavakantiepark IJsselhof.

Below you will find a more extensive description about which information we might process and what we will use it for:

### **What would we like to know of you?**

#### **First, Last name and Gender**

To make us able to communicate with you on a personal level, we'd like to use your personal information. These are, as expected, needed to register your reservation and to be added to the account book.

#### **Address and City**

The majority of the booking information will be send by e-mail, but certain information will be send to your home address.

#### **Phone number**

It could be that we will have to contact you about your booking. We will call you when there are any additional questions, or will, for example, send you a message when your villa has been confirmed ready to enter on a prior notice. Sometimes we call prior to arrival or after departure to ask if everything is clear or if everything has been satisfactory.

#### **Birth information**

The person responsible for booking at Villavakantiepark B.V. will have to be at least 18 years of age. Furthermore, tourist tax can be adjusted according to the age of the persons staying in the accommodation. That is why birth information is necessary. If you, or any accompanying person celebrate their birthday upon arrival or during the stay, we will try to keep it in mind, and perhaps offer something extra.

#### **Payment information**

To be able to safely pay for your booking we use a secured payment system. When you pay with iDeal or money transfer, your information will be administratively saved to easily link your booking to your payment. Furthermore, we will use your bank account information only to refund. When you pay with credit card, we will send your credit card information from our secured payment system straight to our credit card partners. They will process the credit card payment. We will not see your credit card information while this happens. Our partner will only confirm when the payment has been made.

#### **IP-Address**

On internet we might possibly look at your IP-address. We memorize your preferences and use them to give you the best possible advice.

#### **E-mail address**

You will receive an e-mail about your reservation, receipt, and the bookings you have made. You will receive newsletters per e-mail as well. Would you prefer us to send no newsletter and sales e-mails anymore, then you can easily unsubscribe by using the link in the newsletter.

Furthermore, we will use your information for the following:

#### **Guest service**

It is possible to contact Villavakantiepark IJsselhof by calling, mailing, and using social media. To make sure you won't have to tell us the same information twice, we save the information you give us. To improve our service each day, we analyse every moment of contact.

#### **Park en partners**

Your information is known by Villavakantiepark IJsselhof B.V. and the organisations which process any type of information from your booking. This also counts for parties who do not belong to Villavakantiepark IJsselhof B.V. organisation.

#### **Account**

At your own page on our website, your personal information could be saved. Name, address, date of birth, phone number and log-in usernames/passcodes. Very convenient, so you won't have to insert your information every single time. We save the information from previous bookings as well, so we can offer advice as accurate as possible.

#### **Newsletters**

You might receive newsletter and other offers from us. To improve the content of these newsletters and offers we will look at your interests and previous bookings and sometimes use information from other organisations. Would you prefer us to send no newsletter and offers anymore, then you can easily unsubscribe by using the link in the newsletter. You can let us know as well by sending a letter to: Villavakantiepark IJsselhof B.V., Proefpolder 4-720, 1619EH at Andijk, or send an e-mail to [info@villavakantieparkijsselhof.nl](mailto:info@villavakantieparkijsselhof.nl).

#### **Reviews and customer surveys**

You can offer other potential guests an even better insight of our park by leaving a review. The answers from the customer surveys will be used to improve our service. This information will only be used by Villavakantiepark IJsselhof and won't be shared with any other organisations or parties. You might be contacted to ask any additional questions about the answers inserted in the survey or to thank you for your feedback.

#### **Night register**

Before your stay at Villavakantiepark IJsselhof you will need to fill in a so-called night register form. This can often be filled in digitally as well. The information about you and your accompanying guests will be processed for the certain respective government, in case of any conflicts or adversity. The information could be processed into our systems.

#### **Improvement**

We might approach you in regards of a guest survey. Furthermore, we would like to know how the process of filing a complaint went and what your thoughts are about our newsletter. That is why we collect information about guest behaviour. We may analyse your reading behaviour and create content that fits your preferences. We do this by registering certain visits to our website, and every activity that happens within this visit. For example; looking at certain pages, zooming in, or clicking on certain links. Sometimes, a third party might perform these checks for us.

#### **Offers**

When you participate in one of our competitions, we may contact you and inform you in case of winning this competition. We may use the information to analyse our offers as well. That way we can create even better offers.

### **Customised advice**

If you visit our website, like us on Facebook, or make a booking, we will process your interests and use this information to help you find better offers, for example by e-mail. We may use your information and interests to improve our service, website, and advertise on our social media platforms. When you are using social media on multiple devices, it is possible you will see these advertisements as well. Cookies play a role in this as well. To improve information and offers based on your preferences as much as possible, we may compare your processed information with the ones of other organisations and/or parties. As required by law Villavakantiepark IJsselhof B.V. will ask for your permission before sharing your information to any other third parties.

### **Required data**

We may use guest information to search for, prevent, and counteract any sign of fraud. Under circumstances we are required to provide personal information to relevant parties, just in case. In regards with (international) sanction legislation it could happen that we may share your information with, for example, financial organisations.

### **Contact, inspection, change and deleting of information and complaints**

On request we will indicate whenever we process personal information. Furthermore, you can request, improve, supplement, delete, or shield any information when it is, for example, factually incorrect. This may lead to losing access to certain services.

You can contact us using: [info@villavakantieparkijsselhof.nl](mailto:info@villavakantieparkijsselhof.nl).

If you may want to file a complaint about the processing of personal information, you could always turn to the relevant government authorities (Dutch Data Protection Authority).

### **Retention periods**

We will retain your personal information for as long as necessary for the purposes explained in this document. However, based on legislation, we may need to keep your information for longer than expected.

### **Legal bases**

Based on legislation, we must indicate which so-called legal bases are used while processing your personal information. This particularly concerns data information based on:

- An agreement
- In connection with a legitimate interest of Villavakantiepark IJsselhof B.V.
- A given permission
- In connection with a statutory duty.

We mainly use your data in connection with your booking and therefore based on an agreement with you. Your booking will be registered and we do anything to make your stay as pleasant as possible. Additional contact moments, for example reviews, marketing activities, registering and analysing actions in connection with a legitimate interest of Villavakantiepark IJsselhof B.V.. You can also register for a newsletter yourself. In this case you give us permission to use your information. Furthermore we are legally required to include your information in the night register.

### **Security Information**

We create security procedures to guarantee the security of the personal information we use, for instance to prevent unauthorized access to your information.

## **Use of Cookies**

Villavakantiepark IJsselhof B.V and third parties use cookies (and other techniques referred to as cookies) to analyse websites, make them more user-friendly, offer social media, and show you relevant offers on and off the website. By using the site, you agree to this.

A cookie is a small text file which is placed, when you visit a website, on your computer or any other device. By placing these cookies Villavakantiepark IJsselhof can provide better service, currently but in the future as well. Both Villavakantiepark IJsselhof B.V. and other parties we associate with can use cookies on your computer or other devices.

Villavakantiepark differentiates several types of cookies:

- Functional cookies: are used to increase user convenience, for example, so you will not have to make the same selection again, or log in again when you have done so before.
- Transaction cookies: are used when you have made a booking, and, when speaking of, paying our partners commissions.
- Monitoring/ Analytics cookies: are placed on behalf of other parties in particular, for example Google Analytics. This allows Villavakantiepark IJsselhof to identify search behaviour and adjust its services accordingly, so we can help you as a (potential) guest even better.
- Marketing or Targeting cookies: are placed to preserve your interests, so we can show offers on and off the Villavakantiepark B.V. website based on your wishes/interests. Villavakantiepark IJsselhof B.V. can no longer automatically show offers if you have already used or seen it before. Without these cookies, there might be a chance of seeing irrelevant advertisements from us. We would like to inform you that even without cookies you might still receive advertisements from Villavakantiepark IJsselhof B.V.

## **Which third parties might place cookies via the Villavakantiepark IJsselhof B.V. website?**

Villavakantiepark IJsselhof B.V collaborates with third parties on social media, visitor statistics, vacancy services, advertisements and video streams that place cookies. Among others, the following companies are collaborating with Villavakantiepark IJsselhof: Google (Plus, Maps, Analytics, Adwords), Bing Ads, Facebook, Tradetracker, and Holiday Media. For more information about how these parties use their cookies, you must read their privacy terms, such as for Google Analytics, and Holiday Media.