



## PRIVACY POLICY

Whenever you use the services of Resort De Vlasschure, we need to register some of your personal details. It is our policy to treat your personal data with the utmost care and transparency. This privacy policy is designed to inform you about the purposes for which your data are required, and how it is processed. This Privacy Policy applies to all personal data that are processed whenever you make a booking through us, make use of our services, visit our website or communicate with us.

This Privacy Policy was last amended on 17 June 2021 and replaces all previous versions of this Privacy Policy.

### **Who are we?**

Resort De Vlasschure the leisure provider in the rural and centrally located village of Wissenkerke in the municipality of Noord-Beveland. Resort De Vlasschure is understood to mean the general partnership (V.O.F.) Resort De Vlasschure. Resort De Vlasschure is situated In Wissenkerke at Dorpsdijk 12 (4491 EC).

### **What data do we collect from you and why?**

Your personal data are primarily processed by us in order to provide you with a perfect holiday. We aim to build a lasting relationship with you, so that we can continue to serve you in the future and make offers based on your interests or booking history.

#### **Making a booking**

Whenever you make a booking for one of the Accommodations we offer, it is standard procedure to register the personal data you provide that are necessary to make the accommodation available to you. The Accommodations are offered to rent by us, but some are also offered by our partners. This Privacy Policy also applies to bookings you make through one of our partners. Once we have received your information, we will send you a reminder of the above unless providing you with such a notification requires a disproportionate effort on our behalf or the information must remain confidential.

#### **Booking details**

Booking details include information about the holiday you have booked through us, such as the type of Accommodation, arrival date, departure date, persons in your group, and preferences. In order to process your booking, we register these data in our booking system.

#### **Name and address details**

We need your name and address details to be able to register your booking in our reservation system and for registration in the compulsory night register, as well as, for example, to be able to comply with the tourist tax declaration requirement. If we cannot send certain items to you by e-mail, we will send this by post to the address you have provided. Such information includes a personalised Keycard, which is sent to you prior to your stay in some cases. This allows you to check in quickly and at the time of your choosing.



### **Phone number and email address**

Confirmation of your booking will be sent to the e-mail address you provided, together with any interesting information about the park where you will be staying and the surrounding area. If we have any questions shortly before your stay, we will contact you by phone.

### **Date of birth**

Bookings can only be made by persons over the age of 21. By providing your date of birth we can verify whether you are authorised to make a booking.

### **Bank account number**

Payment for your booking can be made via our secure payment environment or by bank transfer.

A deposit will be charged for most accommodations. We only register your bank account number for the refund of the deposit. We are not, nor shall we ever be able to, debit your account.

If you wish to pay by credit card, your details will be forwarded to the financial institution that processes the payment. We will not have access to your credit card details, but will be able to see that you have paid by credit card.

## MARKETING

### **Newsletters**

After you have made a booking with Resort De Vlasschure or have subscribed to our newsletter via the website, we use your e-mail address to send our (personalised) newsletters. Personalised newsletters are understood to mean newsletters that relate to holidays that are similar to holidays that you have booked previously or that match the interests you have stated in relation to holidays. This ensures that you do not receive an unnecessary number of e-mail notifications. Naturally, you are not obliged to inform us of your interests.

We send a maximum of two newsletters a month. Whenever you receive one of our newsletters, we can tell whether you have received the newsletter, whether you have opened the newsletter, and whether you clicked a link in the newsletter.

You can unsubscribe from the newsletter via a link in the newsletter.

### **Ads on other platforms**

We also use your e-mail address to show you advertisements on Facebook that match your interests. We can never see which ads are displayed to which person, nor can we see whether a Facebook account is linked to your e-mail address. Let us know if you do not wish to see personalised ads on Facebook. When you visit the Resort De Vlasschure website, we use cookies to show you personalised ads on other websites. Please read our Cookie Policy for further details.



## Contact with our guest services

Our guest services team is happy to assist you if you have any questions regarding your booking or your stay. You can reach our guest services team through various channels.

### Online contact

If you contact us using the contact form on the website, the nature of your enquiry, name and contact details will be registered. If you make an enquiry via social media or the online chat facility, only your name and e-mail address will be registered. The same applies to any e-mails you send us. We need to register this data in order to communicate with you. This also enables us to retrieve your data and answer your questions quickly and efficiently.

### By phone

We may record telephone calls for quality control and training purposes. You will always be notified of the fact that the conversation may be recorded prior to the telephone call. The recordings are retained for a short period of time and then automatically deleted.

### Improving our services

### We value your opinion

We are very interested to hear your experiences of the booking process and your subsequent stay. This is why, after making a booking, we will ask you to take part in a survey, based on which we will be able to improve the booking process. After your stay you will receive a second request to complete a survey. Your review of your stay will be used internally to improve our services and will only be posted on the review platform of Resort De Vlasschure with your consent.

### Use of website

When you use our website, we automatically store certain information. This may include information regarding the URL you used,, which URL you subsequently clicked, which browser you use, your IP address and the date and time at which you accessed our website. We also collect information about the hardware, software and internet browser you use.

We use this information in the normal usage and management of our website and may release this information in groups. This grouping makes it impossible to trace the data back to a particular user. We are not interested in data that reveal the identity of a visitor to our site. Resort De Vlasschure is interested in information that pertains to the use of the site, such as the number of visitors, peak hours, and most-visited pages.

Resort De Vlasschure uses cookies and other technologies on the website. We kindly refer you to our Cookie Policy for more information in this regard.

### Analytics for management information

Finally, data such as the province and country in which you live, as well as the composition of your family, can be used to conduct analyses to obtain management information. However, your data will be fully anonymised and will not be traceable back to you.

### **Data received from third parties**

Sometimes we do not receive data directly from you, but from a third party. For example, when you make a booking for one of our accommodations through one of our partners, this partner forwards certain information about you to us. This allows us to register and process your booking. Questions or changes regarding your booking or stay can also be passed on to us by our partners. Where reasonably possible, we will notify you that we have received your data.

Any information we receive from third parties may be combined with information that has been provided by you.

### **On what basis do we process personal data?**

When processing your personal data, we do so in compliance with the stipulations of the General Data Protection Regulation. As such, there is always a basis for processing your personal data. Your data are primarily processed in relation to making a booking. We require this information to execute the agreement between you and Resort De Vlasschure. If you do not provide us with the required personal data, you will not be able to make use of our services.

Resort De Vlasschure has a legitimate interest in processing your data in the context of improving our services, our marketing activities and to enable us to deal with your enquiries and questions efficiently. In doing so, we carefully consider your interests and those of the organisation.

Processing of some of your data is also necessary to comply with a legal obligation. For example, we are required by law to register some of your data in the night register.

Should we require more details from you, we will always request your consent.

### **With whom do we share your personal data?**

For the park, we are obliged to register your name, place of residence, arrival and departure date in the night register. The municipality may ask us to provide the data from the night register. In connection with filing the obligatory tourist tax, we also provide the municipality with your postal code, place of residence, date of birth, family composition, arrival date and departure date.

We make use of the services of third parties, such as IT suppliers, to manage our systems and provide our services. We ensure that these third parties handle your data appropriately, if and insofar as they have access to such data.



In the unlikely event that you do not pay your invoices on time, we will be forced to transfer the claim to a debt collection agency or a bailiff. The personal data required to ensure the claim is collected will be passed on to the debt collection agency or bailiff.

Any data collected via cookies may be shared with the parties who have placed those cookies. For more information, please see our Cookie Policy.

### **How long do we keep your data?**

We do not store your data longer than necessary to achieve the objectives included in this Privacy Policy unless we have to keep the data for longer on the basis of a legal obligation.

Our goal is to build a lasting relationship with you. Your data will be anonymised once this relationship has ended.

We keep your reviews posted on our websites for a maximum of 2 years after the review was posted.

### **How do we secure your data?**

Resort De Vlasschure has taken technical and organisational security measures to protect your data against loss or unlawful use, such as unauthorised access. The state of the art and the costs of implementation have been taken into account so that we guarantee an appropriate level of security in view of the risks involved in the processing of your data and the nature of the data to be protected. Our policy is aimed at ensuring that only those employees have access to your personal data who actually need access for the performance of their duties.

### **What are your rights?**

#### **Right of inspection and the right to rectification, restriction of processing and deletion**

If your personal data is processed by Resort De Vlasschure, you have the right to receive a copy of the data that have been collected about you. You also have the right to receive your data in a structured, commonly used and machine-readable format. Please direct such requests to the following e-mail address: [administration@resortdevlasschure.com](mailto:administration@resortdevlasschure.com). You can also send your request in writing to Resort De Vlasschure, Dorpsdijk 12, 4491 EC, Wissenkerke. Resort De Vlasschure will respond to your request within one month of receipt.

If the statement shows that your data are incorrect or incomplete or, in your opinion, in view of the purpose of the registration, you feel that they should not be included in the database of Resort De Vlasschure, you may request Resort De Vlasschure to amend, delete or restrict these data. You also have the right to object to the processing of your data. Please direct such requests to the (e-mail) address or postal address given above.

Should you request us to amend or delete data that are necessary for the execution of the agreement, this may mean that you can no longer use our services.



### **Right to withdraw consent**

If you have given consent for the processing of your personal data, you have the right to withdraw your consent at any time. We will then cease to process the personal data that were processed on the basis of your consent.