



### **Privacy Policy**

You are dealing with JCV Makelaars, an NVM real estate agency/appraiser. This privacy policy will clarify how we deal with your data.

Should you issue a commission or provide personal data to JCV Makelaars, you give your express consent to process this data.

### **Data controller**

JCV Makelaars is the data controller and responsible for processing your data. Our contact details are: Willem van der Kaaijstraat 21, 2691 ZB 's-Gravenzande, telephone number: 0174 670720, e-mail: info@jcvmakelaars.nl. We are registered with the Chamber of Commerce under number: 27174130.

### **Data disclosure to NVM**

Data will also be provided to NVM in connection to certain services. NVM uses this information to do the following:

- Ensure that all NVM real estate agents have an up-to-date supply of houses, business premises and agricultural real estate offered through or by NVM real estate agents.
- Ensure that the current supply is listed on Funda and other (housing) websites.
- Provide a database that enables appraisals and other valuations and gives insight into developments in the housing market, commercial property market and agricultural real estate market. The information in this database is retained indefinitely.

NVM is the data controller of this data. The contact details are:

NVM  
CoC 30102683  
P.O. Box 2222  
3430 DC Nieuwegein  
cv@nvm.nl

NVM has a data processing functionary. This person can be reached via e-mail: fg@nvm.nl.

### **We take your privacy seriously**

JCV Makelaars and the NVM take your privacy very seriously and consider the regulations surrounding data protection as logical standards of common decency. JCV Makelaars processes your data carefully and in accordance with the regulations of the law. JCV Makelaars takes great care to ensure adequate security so that your data is protected against unauthorised use, access or modification and unlawful deletion. JCV Makelaars continuously invest in providing excellent services. Part of this is the NVM-wide privacy programme. If you have any questions, please do not hesitate to contact JCV Makelaars.

### **Consult, modify or delete data**

If you would like to know what personal data JCV Makelaars have, please send your request to JCV Makelaars by letter or e-mail.

NVM does not process names or other directly identifiable data. If you would like to know what data NVM processes, please also contact JCV Makelaars. They will then arrange for you to be informed.



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If you would like to modify or delete the data, please send a motivated letter or e-mail to JCV Makelaars. Your request will be granted as soon as possible, unless the law requires retention of the data or if there are (other) urgent reasons that prevent the data from being modified or deleted.

#### **How to lodge a complaint?**

If you have any questions or if you have a complaint about the use of data by JCV Makelaars, please contact JCV Makelaars first. If JCV Makelaars are unable to resolve your complaint, you can contact the NVM complaints coordinator: [secretariaatCL@nvm.nl](mailto:secretariaatCL@nvm.nl). In this case, the NVM Data Processing Functionary will also deal with the complaint. You also have the right to submit a complaint to the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).

#### **How long does the NVM real estate agent retain the data?**

The NVM real estate agent does not retain the data longer than necessary. However, the NVM real estate agent will retain certain data for a prolonged period of time:

- The NVM real estate agent retains certain service data for 20 years because the NVM real estate agent can be held liable for professional misconduct during this period.
- The NVM real estate agent retains the burden of proof that it has carried out the mandatory assessment under the Dutch money laundering and terrorist financing prevention act (WWFT) for a period of 5 years.

#### **Data usage by NVM**

JCV Makelaars provide certain data to the NVM through a link. NVM is the data controller responsible for the data received. The NVM does the following with the information:

- A. Ensure that all NVM real estate agents have an up-to-date supply of homes, business premises and agricultural properties offered through or by NVM real estate agents.
- B. Ensure that the current supply is listed on Funda and other (housing) websites.
- C. Provide a database that enables appraisals and other valuations and gives insight into developments in the housing market, commercial property market and agricultural real estate market. The data in this database is retained indefinitely.

#### **A Current supply of houses, business premises and agricultural real estate at NVM real estate agents**

If you want to sell a house, business premise or agricultural real estate through JCV Makelaars, the following data will be disclosed to other NVM real estate agents:

- The address of the house, business premise or agricultural real estate, the description and characteristics of the property, such as the asking price, the year of construction, the surface areas and layout, cadastral data, property value (WOZ) and photos of the property;
- The date on which the property is put on the market; the date on which the property is taken off the market; subject to sale; date of sale and transaction price.

This data is used by NVM real estate agents to provide services to their clients (seekers for a house, business premise or agricultural real estate).

This data will be retained indefinitely concerning the database of historical supply, see subsection C.

#### **B Current supply of houses, business premises and agricultural real estate on (housing) websites, including Funda**

If you want to sell a house, business premise or agricultural real estate through JCV Makelaars, we will also publish data on Funda and other (housing) websites following consultation with you. This will involve the following data:



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- The address of the house, business premise or agricultural real estate; the description and characteristics of the property, such as the asking price, the year of construction, the surface areas and layout, cadastral data, property value (WOZ) and photos of the property;
- The date on which the property is put on the market; the date of the sale.

With this data your property will be brought to the attention of consumers, professional parties and/or third parties who conduct their own search on (housing) websites. You authorise JCV Makelaars whether or not to do so.

This data may still be visible on these websites for a maximum of one year after the date of sale or the date on which a house, business premise or agricultural real estate is taken off the market.

### **C Database of historical supply**

The following data will be recorded in the NVM database of all houses, business premises and agricultural real estate that are sold through an NVM real estate agent:

- The address of the house, business or agricultural property; the description and characteristics of the property, such as the asking price, the year of construction, the surface areas and layout, cadastral data, property value (WOZ) and photos of the property;
- The date on which the property is put on the market; the date on which the property is taken off the market; subject to sale; date of sale and transaction price.
- The postal code (1234AB format) of the previous (residential) address of the buyer.

The aforementioned data will be retained for an indefinite period of time.

NVM enables analyses of the housing market with the aforementioned data. The NVM discloses the data to the following selected third parties:

- Appraisers, for making appraisals and other valuations.
- Validation institutes, for monitoring valuation reports.
- Municipalities, for determining property values (WOZ).
- The Ministry of Infrastructure and Water Management, for research into the housing market.
- Universities, for research purposes.
- NVM real estate agents, concerning service provision to their clients.
- Non-NVM real estate agents, banks, project developers and housing corporations, for research purposes (e.g. housing needs in a certain region).

These parties solely have access to data for the stated purposes and when possible data will only be disclosed at an aggregated level to the extent possible.

### **Internal audits and investigations**

The NVM may consult your data when it conducts an investigation among its members as to whether the rules are being complied with and when the NVM conducts an audit of an NVM member. After having consulted this data, it will no longer be processed by the NVM.

### **Consult, modify or delete of data**

If you would like to consult, modify or delete the data processed at NVM, please contact the JCV Makelaars agent who assisted in the sale of the house, business premise or agricultural real estate.