

## Hello Housemate Privacy Policy

HelloHousemate B.V. (**Hello Housemate**), located at Keizersgracht 391A, 1019 EJ, Amsterdam, is responsible for the processing of your personal data as reflected in this privacy policy (**Privacy Policy**).

Contact information:

<https://www.hellohousemate.nl>

Keizersgracht 391A, 1019 EJ, Amsterdam, The Netherlands

Dutch Chamber of Commerce registration number: 75008807

### Applicability

The Privacy Policy is applicable to all visitors and users of the Hello Housemate website. The Privacy Policy is also applicable to visitors simply visiting our website without an account being created or without a membership request being submitted.

### Which data is processed?

Hello Housemate processes your personal data because you use our services and/or because you provide data to us.

See below, the overview of personal data we process (referenced by the following numbers):

- 1) Account information, information with which you create and use an account, such as e-mail address and password, account information with which you optionally enrich your account, such as name and gender and information you use to make your search easier, such as the profiles you save and other personal information you actively provide by creating a profile on the Hello Housemate platform;
- 2) Automatically generated data, such as IP addresses and browser data we collect, among others, through cookies;
- 3) Information about the way you use our website such as which services you use and which profiles you find interesting, to build a profile so that we can tailor and develop the Hello Housemate platform and our services (for more information see below under 'Profiling');
- 4) Feedback data we use to improve our services, such as data that you provide as feedback to improve our website and/or our services or data you provide to report an issue with our website/services;
- 5) Correspondence data, such as data in e-mails you send to Hello Housemate or messages you send to us on social media;
- 6) Object data, such as pictures, address, maps, m2, year of construction and other characteristics of the relevant housing;
- 7) Identification details, such as, for example, your linked social media accounts;
- 8) Information for the purpose of financial administration and invoicing, such as, for example, name, address, email address, invoice address, bank and payment details (name of bank/IBAN/BIC) and/or creditcard information or information on other methods of payment.

See the overview below for which purpose Hello Housemate processes personal data. For each purpose it describes which personal data (using the reference numbers of the personal data as set out above) Hello Housemate uses for that specific purpose and the legal grounds for doing so. If the legal basis for the processing of specific data is based on your consent, you have the right to withdraw your consent at any time. This overview is divided into groups per data type.

<b>Purpose</b>	<b>Personal data</b>	<b>Basis</b>
<b>Providing of services</b>	1. Account details 6. Object data	Carrying out the Agreement and/or Consent
<b>Improving of services and products</b>	1. Account data 2. Automatically generated data 3. Information about the way you use the Hello Housemate website 4. Feedback data 5. Correspondence data 6. Object data 7. Identification data	Carrying out the Agreement and/or Justifiable interest in the sense that we use the data to tailor our services to the needs of our users as much as possible. To limit privacy invasion, we use data on an aggregated level wherever possible. If we engage third parties, we enter into agreements with them to safeguard your privacy.
<b>Security and reliability of the Hello Housemate website</b>	1. Account data 2. Automatically generated data 3. Information about the way you use the Hello Housemate website 4. Feedback data 5. Correspondence data 6. Object data 7. Identification data	Carrying out the Agreement and/or Justifiable interest in the sense that we use the data to ensure the quality of our service and to guarantee the availability, integrity and confidentiality of the (personal) data we process.
<b>Member contact / CRM</b>	1. Account data 5. Correspondence data	Carrying out the Agreement and/or Consent and/or Justifiable interest: we process your data to be able to provide you good services
<b>Financial administration</b>	8. Data with respect to financial administration and invoicing	Carrying out the Agreement and/or Legal obligation
<b>Invoicing</b>	8. Data with respect to financial administration and invoicing	Carrying out the Agreement and/or Consent and/or Legal obligation

<b>Market analysis and statistical research</b>	1. Account data 2. Automatically generated data 3. Information about the way you use the Hello Housemate platform 4. Feedback data 5. Correspondence data 6. Object data 7. Identification data	Carrying out the Agreement and/or Consent and/or Justifiable interest in the sense that we use the data to make analyses and business reports to keep a good overview of the functioning of our website and to optimize our business operations. We sometimes provide insights gained from this with third parties, however only at an aggregated level.
<b>Sending of relevant newsletters</b>	1. Account data 3. Information about the way you use the Hello Housemate website	Carrying out of the Agreement and/or Consent
<b>Targeted ads and showing personalized content</b>	1. Account data 2. Automatically generated data 3. Information about the way you use the Hello Housemate platform 4. Feedback data 5. Correspondence data 6. Object data 7. Identification data	Consent and/or Justifiable interest in the sense that we use your general (pseudonymized) data to show you relevant ads. To limit any privacy impact, we use aggregated data to the extent possible. If we engage third parties, we enter into agreements with them to secure your privacy.
<b>Identification to implement requests from users</b>	7. Identification data	Legal obligation

### How does Hello Housemate obtain personal data?

Most of the personal data we have at our disposal is provided by you as visitor or user. For example, when you visit our website or when you create an account and/or profile or when you contact Hello Housemate. With regard to data that we obtain through social media channels you use, we refer to the information under 'Social media'.

### Social media

Hello Housemate includes a link to your social media accounts on your profile if you have linked these. Members will be sent to the social media platform concerned when they click on such link. The privacy policy of the social media platform concerned is applicable thereto in regard to the information you provide on that social media platform. You can also login to Hello Housemate with a social media profile, for example through Facebook, LinkedIn and Google. Facebook, LinkedIn or Google will then provide Hello Housemate with your public profile and e-mail

address. Hello Housemate only stores your e-mail address. If you share a profile and/or listing from the Hello Housemate platform through a social media channel, Hello Housemate only sends the information of such profile and/or listing to the relevant social media channel. Hello Housemate can also place profile data on Hello Housemate's social media channels. Hello Housemate can share a profile or listing on her own social media platforms as well. The Privacy Policy applies to the processing of personal data obtained by Hello Housemate via a social media channel. All of the information that the social media channel obtains from you, falls under the social media channel's own privacy statement.

In addition, Hello Housemate processes automatically generated data, such as the page you visited, your IP address and browser data. This is done using cookies or similar techniques (see our 'Cookies' below for more information).

### **Cookies**

HelloHousemate only uses technical, functional and analytical cookies that do not violate your privacy. A cookie is a small word file that is stored on your computer, tablet or smartphone upon the first visit to this website. The cookies we use are necessary for the technical functionality of the website and your user experience for ease of use. They make sure the website functions appropriately and remember your preferred settings. We can also optimize our website with this. You can deregister for cookies by restricting your internet browser settings in order for it to no longer store cookies. In addition, you can also delete previously stored information through these settings. How that is done, differs per browser. Note: it is possible that after a change in cookie settings, some parts of the website can no longer be (correctly) used.

### **Google Analytics**

If you give us permission via the cookie settings, we use Google Analytics to generate general statistics and review how our website is used by the audience. The analytics programs and cookies we use, do not track the actions of specific users on our website. These statistics allow us to optimize our services.

### **Storage period personal data**

Hello Housemate only keeps your personal data for as long as we need it to realize the purposes we process it for or to comply with our legal obligations. We use the following criteria to determine how long we keep data:

- If you use our services, such as creating an account and profile, we will retain your personal information for as long as we need it to provide and improve that service. Or until the moment you want to delete them.
- If you have given your consent to receive e-mails, we will retain your personal data until you withdraw your consent. Once you do so, Hello Housemate will still retain the personal data necessary to demonstrate when you gave your consent and when you withdrew it.
- If you decide to leave a review, Hello Housemate will show this review for a maximum of 2 years on the website, until you delete it yourself or you instruct us to do so.
- Personal profiles that Hello Housemate has based on profiling (see below under 'Profiling') are stored for a maximum of 12 months.
- In principle, we publish profile data for a maximum of 6 month after a profile was marked as rented or found. The user of such a profile can also indicate earlier that a profile may no longer be published on the Hello Housemate platform. We retain profile data for as long as we need it to provide and improve our services.

- If cookies or similar techniques are placed on your computer, we indicate their retention period in our cookie policy.

### **Who does Hello Housemate share personal information with?**

Your personal information will be treated by Hello Housemate in a discrete manner and this information will only be processed for the purposes as described in this Privacy Policy. We will not provide your data to third parties if you have not given us permission to do so, unless this is necessary to carry out the Agreement you entered into with us or if it is necessary to carry out services you have given permission for, or when there is a legal obligation to do so.

Third parties who process your personal data on behalf of Hello Housemate will be bound to the terms of this Privacy Policy. Hello Housemate is allowed to provide your personal information to a third party if Hello Housemate has a legal obligation to do so under national or international legislation. In addition, Hello Housemate is allowed to provide your personal information to a third party in case this is vital to your interest or in case of a justifiable interest.

In addition, Hello Housemate can transfer your personal data to a third party in case of a planned merger, take over, reorganization or sale of (one or more parts of) the company Hello Housemate or bankruptcy. If needed under the applicable laws, Hello Housemate will ask your prior consent.

Third parties who process your personal data on behalf of Hello Housemate will do so on the basis of a Data Protection Agreement to establish a similar standard of security and confidentiality of your data. Hello Housemate remains responsible for processing of such data.

Hello Housemate publishes profile data on the website, making it visible to any visitor. Visitors or users of the website are never allowed to use the obtained personal data through the Hello Housemate website for any other purpose than to find a housemate, to enter into an agreement for renting/leasing of housing and thereto related acts. Hello Housemate can send profile data via e-mail or push-notification to a visitor or member if such profile fits within their search criteria. We share profiles via our social media channels. A visitor also has the possibility to share profiles through social media or via e-mail with others using the Hello Housemate platform. Finally, we share your personal data with data processors who support us with providing our services and products and therefore acting on our behalf.

When third party advertisements are placed on our platform, it is possible that third parties collect personal data, such as your click behavior on the Hello Housemate platform. For more information about this, see our cookie policy.

### **International transfer of personal data**

Hello Housemate is a Dutch party, just like many of the parties we work with. To the extent that the third parties with whom we cooperate process the personal data at a location outside the EEA, they do so subject to appropriate safeguards, such as model contractual clauses drawn up by the European Commission or on the basis of an EU-US Privacy Shield certification.

### **Security**

Hello Housemate takes the security of your data seriously and takes appropriate measures to prevent unlawful use or processing of your personal data. In that respect, we have taken appropriate technical and organizational measures. We use physical (access) security, passwords,

password encryption, bot detection, encryption (of storage and communication channels) and pseudonymisation of data. We take these measures partly based on our security policy, which policy we regularly evaluate and update where needed. As part of the organizational measures taken, we have made agreements to protect your personal data, including agreements which third parties need to comply with in order to protect your personal data, including agreements on the technical and organizational measures they need to take and demonstrate to us, partly on the basis of annual reports.

Our website can include links to external websites that are managed by other companies. Hello Housemate cannot provide guarantees regarding the privacy policy of these external websites and is not responsible for those websites and Hello Housemate advises you to go over the privacy policies of those external websites thoroughly.

### **Profiling**

In short, profiling is the collection of characteristics, interests and data about you as visitor to our website. Based on this, a profile is created, so that you can receive targeted and relevant information. Hello Housemate does this on the basis of data that we generate using cookies and similar techniques (see our cookie policy), combined with other personal data, such as your surf and click behavior, what you fill out in your account, which profiles you view and what you are looking for. Hello Housemate only uses profiling to personalize information on its platform and to display profiles and advertisements that are relevant to you.

### **Rights Data Subject**

With regard to the personal data that Hello Housemate collects and processes, you are at all times entitled to the following:

#### Access to personal data:

You can file a request with Hello Housemate to access your personal data that Hello Housemate has collected and/or processed;

#### Removal of personal data:

You can file a request with Hello Housemate to partly or completely remove or delete your personal data that Hello Housemate has collected and/or processed;

#### Rectification and complementation of personal data:

You can file a request with Hello Housemate to adjust, modify, update, or correct your personal data that Hello Housemate has collected and/or processed if these data are incorrect or incomplete;

#### Restriction of processing personal data:

You can file a request with Hello Housemate to restrict the processing of your personal data that Hello Housemate has collected and/or processed if these data are incorrect and/or the processing is illegal and/or the data are no longer required for the purpose that they have been collected for and/or you have objected to the processing of your personal data.

#### Personal data data portability:

You can file a request with Hello Housemate to receive a copy of an overview of your personal data that Hello Housemate has collected and/or processed in a format in common use;

#### Objection personal data:

You can file a request with Hello Housemate to cease collecting and/or processing (part of) your personal data and/or restrict processing, and you can file an objection with Hello Housemate at any time to the processing of your personal data.

You must send any of the above-mentioned requests to [info@hellohousemate.nl](mailto:info@hellohousemate.nl) stating “privacy request”. Hello Housemate will reply to the privacy request within a reasonable time. Hello Housemate is entitled to charge a reasonable compensation for taking into consideration such a privacy request. Hello Housemate will only take a privacy request into consideration if it is certain that the person who has filed the request actually is person concerned. Hello Housemate is entitled to dismiss a privacy request in certain cases. Hello Housemate can only dismiss a privacy request if it can provide a valid reason.

### **Comments or questions**

Do you have any questions or comments about your privacy with Hello Housemate? Please send an e-mail to [info@hellohousemate.nl](mailto:info@hellohousemate.nl) with the subject referencing ‘comment’ or ‘question’. Hello Housemate will only take a comment or question into consideration if it is certain that the person who has filed the request actually is the person concerned. Hello Housemate is entitled to dismiss a comment or question in certain cases. Obviously, we prefer to resolve complaints with you directly, but you also have the opportunity to submit a complaint to the Personal Data Authority through the following link: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>

### **Translation**

This Privacy Policy has been drawn up in Dutch and in English. In case of discrepancies between these two versions, the Dutch version will prevail.

*This privacy policy dates from June 2020 and is therefore the first version. Hello Housemate reserves the right to change this policy and recommends that you consult this page on a regular basis. Any changes to our privacy policy will be announced per e-mail or through our platform.*

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