

Privacy policy | Villacus Real Estate

This statement explains the privacy and the data protection practices which apply to Villacus Real Estate.

Our aim is to safeguard our users' privacy whilst providing a personalised and valuable service. Collecting personal information is necessary if we are to satisfy the expectations and requirements of our users, e.g. by communicating with them and providing an interactive service. We appreciate that you do not want the personal information you provide to us distributed indiscriminately and here we explain what information we collect, what we do with it and what controls you have.

Data Controller

For all these processing operations, Villacus Real Estate Office is the data controller. The contact details are:

Business name	Villacus Real Estate
Chamber of Commerce number	52409961
Postal address	P.O. Box 195 1250 AD Laren N.H. The Netherlands
E-mail	info@villacus.com

Personal information we collect and how it's used

Any personal information such as (company) name, postal address, telephone number, and email address supplied to us via our website(s), completing our website's forms or by any other means will only be used to provide a requested service and will not be disclosed to any other third party without your prior permission or unless we are required to do so by law. We may contact you in response to your enquiry, to offer requested services or to provide you with property information that you have requested. We do not keep your data for any longer than is necessary.

Any non-personal information such as IP address, pages accessed, and files downloaded can be or will only be used to determine how many individuals use our site, how many people visit on a regular basis, which pages are most popular, and which pages are least popular. This information doesn't tell us anything about who you are or where you live, it is simply used to enable us to monitor and improve our service. This is done by way of cookies on our website and the use of analytical services such as Google Analytics.

Securing your personal information

At Villacus Real Estate we are committed to protecting your privacy, we follow strict security procedures to ensure that your personal information is not damaged, destroyed, or disclosed to a third party without your permission, and to prevent unauthorised access. The servers that store your information are kept up to date and secured with appropriate firewalls/virus protection and have restricted access.

External links

Our website(s) may contain links to third party sites that we have no control over, if you visit those sites you should check you are satisfied with their own privacy policies and terms of use.

Your Acceptance

By using this website, you consent to the collection and use of information by Villacus Real Estate in accordance with our privacy policy. If you do not agree to this policy, please do not continue to use our site. You have the right to withdraw your consent to us using your data and to request that we delete it. To do this, please contact us.

Your rights to your personal information

As a user you have the following rights:

- A right to be informed about our collection and use of personal information
- A right to access your personal information
- A right to correct your personal information
- A right to ask us to delete your personal information unless we are obliged to retain it for other legal reasons
- A right to restrict or object to the processing or use of your personal information
- A right to report to a supervisory authority about the use of your personal information.

Accessing your data & complaints

If you would like to review or revise information you have previously provided to us online, or you have any questions relating to this Privacy Policy, you may do so via our contact us page. We will address your concerns and attempt to solve any problem to your satisfaction.

WHICH SERVICES OF VILLACUS REAL ESTATE ARE YOU USING?

FOR RESIDENTIAL PROPERTIES:

You want to sell your residential property, rent it and you have given instructions to Villacus Real Estate:

- You want to sell your residential property. See 1.
- You want to rent out your residential property. See 2.

You want to buy or rent a residential property and you have given instructions to Villacus Real Estate:

- You want to buy a residential property. See 3.
- You want to rent a residential property. See 4.

If you are looking for a residential property and you have not given instructions to Villacus Real Estate for this, the following situations are possible:

- You want to be kept informed of the properties listed via Villacus Real Estate without obligation. See 8.
- You want to view a property listed via Villacus Real Estate, that is either for sale or to rent, independently or with your own estate agent. See 5.
- You want to buy a residential property listed via Villacus Real Estate, independently or with the help of your own estate agent. See 6.
- You want to rent a residential property listed via Villacus Real Estate, independently or with the help of your own estate agent. See 7.

FOR COMMERCIAL PROPERTIES OR AGRICULTURAL HOLDINGS:

You want to sell or rent out for your commercial premises or agricultural holdings and you have given instructions to Villacus Real Estate for this:

- You want to sell your commercial premises or agricultural holdings. See 9.
- You want to rent out your commercial premises or agricultural holdings. See 10.

You want to buy or rent commercial premises or agricultural holdings and you have given instructions to Villacus Real Estate for this:

- You want to buy commercial premises or agricultural holdings. See 11.
- You want to rent commercial premises or agricultural holdings. See 12.

If you are looking for commercial premises or agricultural holdings and you have not given instructions to Villacus Real Estate for this, the following situations are possible:

- You want to be kept informed of the properties listed via Villacus Real Estate without obligation. See 8.

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- You want to view commercial premises or agricultural holdings listed via Villacus Real Estate, that are either for sale or to rent, independently or with your own estate agent. See 5.
- You want to buy commercial premises or agricultural holdings listed via Villacus Real Estate, independently or with the help of your own estate agent. See 13.
- You want to rent commercial premises or agricultural holdings listed via Villacus Real Estate, independently or with the help of your own estate agent. See 14.

1. You are selling your residential property and you have given instructions to the Villacus Real Estate for this:

The purpose of this contact is to promote on your behalf your residential property, to gain an understanding of the value of and interest in your residential property, to arrange viewings with interested parties, to negotiate on your behalf and to support the transaction. Villacus Real Estate also verifies your identity. The following data may be processed:

Data	Data sharing possible with	Retention period with Villacus
Your name, address and other contact details such as your telephone number and e-mail address.	a	20 years
The reason for selling, for example, upsizing or a change of work.	none	3 years
The date when the residential property came onto the market and how long the residential property has been for sale.	none	20 years
The description and characteristics of the residential property such as the asking price, the year of construction, the surface areas and layout, data held with the Land Registry, municipality-assessed value of the property for the purpose of calculating local property tax, as well as photos and videos of the residential property. If this has been agreed with Villacus Real Estate, the above information will be published on Funda, other property websites and on the website of the Villacus Real Estate. This reason for doing this is to promote your residential property and is shown there up to 1 year after the transaction.	none	20 years
The reason for possible cancellation of the estate agency agreement.	none	3 years
Data required if a statutory check is necessary within the legislative framework of the Money Laundering and Financing of Terrorism Act (Wwft).	b	5 years
Data necessary to draw up the conveyancing contract, including verification of your identity.	a	5 years
Once the residential property has been sold: the transaction details such as the sales price and the transaction date.	none	20 years
Other information that you provide to Villacus Real Estate.	none	3 years

	Data recipients
a	Notary, buyer, the seller's estate agent.

b	FIU (Financial Intelligence Unit - the Netherlands)
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2. You are renting out your residential property and you have given instructions to Villacus Real Estate for this.

The purpose of this contact is to promote on your behalf your commercial premises or agricultural holdings, to arrange viewings with interested parties, to gain an understanding of the reliability of any potential tenant and to draw up a tenancy agreement that is in your favour. Villacus Real Estate also verifies your identity. The following data may be processed:

Data	Data sharing possible with	Retention period with Villacus
Your name, address and other contact details such as your telephone number and e-mail address.	a	20 years
The reason for renting.	none	3 years
The description and characteristics of the residential property such as the amount of rent, the year of construction, the surface areas and layout, information held with the Land Registry, as well as photos and videos of the residential property. If this has been agreed with Villacus Real Estate, the above information will be published on Funda, other property websites and on the website of the Villacus Real Estate. This reason for doing this is to promote your residential property and is shown there up to 1 year after the transaction.	none	20 years
The requirements you need the tenant to meet.	a	20 years
Data required to draw up the rental contract, including verifying the identity of the person who is authorised to sign.	a	20 years
Other information that you provide to Villacus Real Estate.	none	3 years

	Data recipients
a	Tenant

3. You are looking to buy a residential property and you have given instructions to Villacus Real Estate for this

The purpose of this contact is to find a suitable residential property for you, to carry out negotiations on your behalf and to support the transaction. Villacus Real Estate also verifies your identity. The following data may be processed:

Data	Data sharing possible with	Retention period with Villacus
Your name, address and contact details such as your telephone number and e-mail address.	a	20 years
The search profile showing what you are looking for in a property.	none	3 years

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Data about your current residential property, such as the purchase price and amount of rent. The reason for buying, for example, upsizing or change of work.	none	3 years
Your age and income categories and family composition.	none	3 years
If agreed with you, data to determine your financing options.	none	3 years
Data required if a statutory check is necessary within the legislative framework of the Money Laundering and Financing of Terrorism Act (Wwft).	b	5 years
Data necessary to draw up the conveyancing contract, including verification of your identity.	c	20 years
Once the residential property has been sold: the transaction details such as the sales price and the transaction date.	none	20 years
Other information that you provide to Villacus Real Estate.	none	3 years

	Data recipients
a	Seller and seller's estate agent
b	FIU (Financial Intelligence Unit - the Netherlands)
c	Notary, buyer, the seller's estate agent.

4. You are looking for a rental residential property and you have given instructions to Villacus Real Estate for this

The purpose of this contact is to find a suitable rental residential property for you with an appropriate tenancy agreement. The NVM estate agent also verifies your identity. The following data may be processed:

Data	Data sharing possible with	Retention period with Villacus
Your name, address and contact details such as your telephone number and e-mail address.	a	20 years
The search profile showing what you are looking for in a property.	none	3 years
Data about your current accommodation such as purchase price and amount of rent. The reason for renting, for example upsizing or chance of work.	none	3 years
Your age and income categories and family composition.	none	3 years
If agreed with you, data to determine your ability to pay the rent.	none	3 years
Data that is required if the landlord requires a tenant check. This check is in the legitimate interest of the landlord.	a	3 years
Data necessary to draw up the rental contract, including verifying the identity of the person with authority to sign.	a	20 years

Other information that you provide to Villacus Real Estate.	none	3 years
	Data recipients	
a	Landlord	

5. You want to view a residential property that is for sale or to rent or you want to view commercial premises or agricultural holdings listed via Villacus Real Estate

In this contact, Villacus Real Estate arranges viewings, provides you with a good picture of the residential property, the commercial premises or the agricultural holdings and Villacus Real Estate records what you think about this property. The following data may be processed:

Data	Data sharing possible with	Retention period with Villacus
Your name, company name, address and contact details such as your telephone number and e-mail address.	a	1 year
Date of viewing and what you think about the residential property, commercial premises or agricultural holdings.	a	1 year
Other information that you provide to Villacus Real Estate.	none	3 years

	Data recipients	
a	Seller or landlord of the commercial property	

6. You want to buy a residential property listed via Villacus Real Estate

For this contact, Villacus Real Estate is in contact with you and possibly your own estate agent in connection with the bidding process. Villacus Real Estate then carries out the preparatory activities for the conveyancing contract and the transfer. In this contact, Villacus Real Estate also verifies your identity. The following data may be processed:

Data	Data sharing possible with	Retention period with Villacus
Your name, address and contact details such as your telephone number and e-mail address.	a	20 years
Your opinion about the residential property.	a	3 years
Data about the offers made.	a	3 years
Data required if a statutory check is necessary within the legislative framework of the Money Laundering and Financing of Terrorism Act (Wwft).	c	5 years
If this has been agreed with the seller, data to determine your ability to pay the purchase price or to meet other requirements set by the seller. This is in the legitimate interests of the seller.	a	3 years
Data necessary to draw up the conveyancing contract, including verification of your identity.	b	20 years

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Once the residential property has been sold: the transaction details such as the sales price and the transaction date and postal code of the former home address of the buyer.	none	3 years
Other information that you provide to Villacus Real Estate.	a	3 years

	Data recipients
a	Seller
b	Notary, buyer, the seller's estate agent.
c	FIU (Financial Intelligence Unit - the Netherlands)

7. You want to rent a residential property listed via Villacus Real Estate

The purpose of this contact is to determine whether you meet the requirements set by the landlord and to draw up the tenancy agreement on behalf of the landlord. The following data may be processed:

Data	Data sharing possible with	Retention period with Villacus
Your name, address and contact details such as your telephone number and e-mail address.	a	20 years
Your age and income categories and family composition.	none	3 years
If agreed with you, data to determine your ability to pay the rent.	none	3 years
Data to establish whether you meet the landlord's requirements. Furthermore a tenant check could be required. This check is in the legitimate interest of the landlord.	a	5 years
Data required if a statutory check is necessary within the legislative framework of the Money Laundering and Financing of Terrorism Act (Wwft).	b	5 years
Data necessary to draw up the rental contract, including verifying the identity of the person with authority to sign.	a	20 years
Other information that you provide to Villacus Real Estate.	a	3 years

	Data recipients
a	Landlord
b	FIU (Financial Intelligence Unit - the Netherlands)

8. You want to be kept informed by Villacus Real Estate of the properties that are listed

The purpose of this contact is for Villacus Real Estate to inform you of potentially interesting residential properties, commercial properties or agricultural holdings. This contact takes place until you state that you no longer need this service. The following data may be processed:

Data	Data sharing possible with	Retention period with Villacus
Your name, address and contact details such as your telephone number and e-mail address.	none	Until consent is withdrawn
The search profile showing what you are looking for in a property.	none	Until consent is withdrawn
Other information that you provide to Villacus Real Estate.	none	Until consent is withdrawn

9. You are selling your commercial premises or agricultural holdings and you have given instructions to Villacus Real Estate for this

The purpose of this contact is to promote on your behalf your commercial premises or agricultural holdings, to gain an understanding of the value of and interest in your commercial property, to arrange viewings with interested parties, to negotiate on your behalf and to support the transaction.

Villacus Real Estate also verifies your identity. The following data may be processed:

Data	Data sharing possible with	Retention period with Villacus
Your name, address and other contact details such as your telephone number and e-mail address.	a	20 years
The reason for selling, for example, upsizing or a change of work.	none	3 years
The date when the residential property came onto the market and how long the residential property has been for sale.	none	20 years
The description and characteristics of the residential property such as the asking price, the year of construction, the surface areas and layout, data held with the Land Registry, municipality-assessed value of the property for the purpose of calculating local property tax, as well as photos and videos of the residential property. If this has been agreed with Villacus Real Estate, the above information will be published on Funda, other property websites and on the website of the Villacus Real Estate. This reason for doing this is to promote your residential property and is shown there up to 1 year after the transaction.	none	20 years
The reason for possible cancellation of the estate agency agreement.	none	3 years
Data required if a statutory check is necessary within the legislative framework of the Money Laundering and Financing of Terrorism Act (Wwft).	b	5 years
Data necessary to draw up the conveyancing contract, including verification of your identity. The identities of the ultimate beneficial owners (UBO) are also verified and documented.	a	5 years
Data necessary to draw up the conveyancing contract, including verification of your identity.	a	20 years
Once the commercial property has been sold: the transaction details such as the sales price and the transaction date.	none	20 years
Other information that you provide to Villacus Real Estate.	none	3 years

	Data recipients
a	Notary, buyer, the seller's estate agent.
b	FIU (Financial Intelligence Unit - the Netherlands)

10. You are renting out your commercial premises or agricultural holdings and you have given instructions Villacus Real Estate for this

The purpose of this contact is to promote on your behalf your commercial premises or agricultural holdings, to arrange viewings for interested parties, to gain an understanding of the reliability of the potential tenant and to draw up a tenancy agreement that is favourable for you. Villacus Real Estate also verifies your identity. The following data may be processed:

Data	Data sharing possible with	Retention period with Villacus
Your name, company name, address and other contact details such as your telephone number and e-mail address.	a	20 years
The reason for renting.	none	3 years
The description and characteristics of the residential property such as the amount of rent, the year of construction, the surface areas and layout, information held with the Land Registry, as well as photos and videos of the residential property. In consultation with you, this data will also be published on selected property websites for promoting the residential property.	none	20 years
The requirements you need the tenant to meet.	a	20 years
Data required to draw up the rental contract, including verifying the identity of the person who is authorised to sign.	a	20 years
Other information that you provide to Villacus Real Estate.	none	3 years

	Data recipients
a	Tenant

11. You are looking for commercial premises, agricultural holdings or land to purchase and you have given instructions to Villacus Real Estate for this

The purpose of this contact is to find on your behalf commercial premises, agricultural holdings or land suitable for you, to carry out the negotiations and to support the transaction. Villacus Real Estate also verifies your identity. The following data may be processed:

Data	Data sharing possible with	Retention period with Villacus
Your name, organization name, address and contact details such as your telephone number and e-mail address.	a	20 years
The search profile showing what you are looking for in a property.	none	3 years
Data about your current accommodation such as purchase price and amount of rent. The reason for buying or renting.	none	3 years
What you are looking for in the property where you live or reside.	a	3 years
If agreed with you, data to determine your financing options.	none	3 years
Data required if a statutory check is necessary within the legislative framework of the Money Laundering and Financing of Terrorism Act (Wwft). The identities of the ultimate beneficial owners (UBO) are also verified and documented.	b	5 years
Data necessary to draw up the purchase contract, including verifying the identity of the person with authority to sign. This information is also shared with the seller's estate agent, the notary and/or Grondkamer.	c	20 years
Once the commercial premises or agricultural holdings have been sold: the transaction details such as the sales price and the transaction date.	none	20 years
Other information that you provide to Villacus Real Estate.	none	3 years

	Data recipients
a	Seller and seller's estate agent
b	FIU (Financial Intelligence Unit - the Netherlands)
c	Notary, seller, the seller's estate agent, Grondkamer.

12. You are looking to rent a commercial property (commercial premises, agricultural holdings or land) and you have given instructions to Villacus Real Estate for this.

The purpose of this contact is to find on your behalf commercial premises or agricultural holdings suitable for you with an appropriate tenancy agreement. Villacus Real Estate also verifies your identity. The following data may be processed:

Data	Data sharing possible with	Retention period with Villacus
Your name, organization name, address and contact details such as your telephone number and e-mail address.	a	20 years
The search profile showing what you are looking for in a property.	none	3 years

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Data about your current accommodation such as purchase price and amount of rent. The reason for buying or renting.	none	3 years
What you are looking for in the property where you live or reside.	a	3 years
If agreed with you, data to determine your ability to pay the rent.	none	3 years
Data that is required if the landlord requires a tenant check. This check is in the legitimate interest of the landlord.	a	3 years
Data necessary to draw up the rental (or leasehold) contract, including verifying the identity of the person with authority to sign. This information is, when necessary, also shared with the renter's estate agent, the notary and/or Grondkamer.	b	20 years
Other information that you provide to Villacus Real Estate.	none	3 years

	Data recipients
a	Landlord
b	Notary, seller, the seller's estate agent, Grondkamer.

13. You want to buy commercial premises, agricultural holdings or land that are listed Villacus Real Estate.

You want to buy commercial premises, agricultural holdings or land that are listed via Villacus Real Estate. For this contact, Villacus Real Estate is in contact with you and possibly your own estate agent in connection with the bidding process. Villacus Real Estate then carries out the preparatory activities for the conveyancing contract and the transfer. In this contact, Villacus Real Estate also verifies your identity. The following data may be processed:

Data	Data sharing possible with	Retention period with Villacus
Your name, organization name, address and contact details such as your telephone number and e-mail address.	a	20 years
Your opinion about the commercial property that is listed	a	3 years
Data about the offers made.	a	3 years
Data required if a statutory check is necessary within the legislative framework of the Money Laundering and Financing of Terrorism Act (Wwft). The identities of the ultimate beneficial owners (UBO) are verified and documented.	c	5 years
If this has been agreed with the seller, data to determine your ability to pay the purchase price or to meet other requirements set by the seller. This is a legitimate interest of the seller.	a	3 years
Data necessary to draw up the purchase contract, including verifying the identity of the person with authority to sign.	b	20 years
Once the residential property has been sold: the transaction details such as the sales price and the transaction date and also the postal code (1234AB) of the buyer's previous home address.	none	3 years

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Other information that you provide to Villacus Real Estate.	a	3 years
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	Data recipients
a	Seller
b	Notary, seller, the buyer's estate agent, Grondkamer.
c	FIU (Financial Intelligence Unit - the Netherlands)

14. You want to rent commercial premises or agricultural holdings that are listed via Villacus Real Estate.

You want to rent commercial premises or agricultural holdings that are listed via Villacus Real Estate. The purpose of this contact is to determine whether you meet the requirements set by the landlord and to draw up the tenancy agreement on behalf of the landlord. The following data may be processed:

Data	Data sharing possible with	Retention period with Villacus
Your name, organization name, address and contact details such as your telephone number and e-mail address.	a	20 years
What you are looking for in the property where you live or reside.	a	3 years
Data to establish whether you meet the landlord's requirements. This is a legitimate interest of the Landlord.	a	5 years
Data necessary to draw up the rental (or leasehold) contract, including verifying the identity of the person with authority to sign. This information is, when necessary, also shared with the renter's estate agent, the notary and/or Grondkamer.	a	20 years
Other information that you provide to Villacus Real Estate.	a	3 years

	Data recipients
a	Landlord
b	FIU (Financial Intelligence Unit - the Netherlands)

Applicable law

The Dutch law is applicable on this privacy policy.