

AlterA Vastgoed NV

Privacy statement Altera - Tenants

Version December 2023



Privacy statement tenants/users (how is your personal data handled?)

Are you a (future) tenant/user of a home, retail space or business space of Altera Vastgoed N.V.? Then this privacy statement is important for you, because we process your personal data. This privacy statement explains that your personal data are in good hands and what your rights are.

Who are we?

Altera Vastgoed N.V. is an investor in Dutch real estate and therefore controller if we process your personal data within the meaning of the General Data Protection Regulation.

Website Altera Vastgoed N.V.

Altera Vastgoed N.V. respects the privacy of all visitors to its website. Personal data that you leave via the contact form of this website will only be used to answer your question and/or to fulfill your request. Your data will not be used for other purposes.

In addition, the website of Altera Vastgoed N.V. uses cookies. The cookies on this website are used to remember the language option NL/ENG the next time you visit the website and as a reminder that you have visited the website before. More information about how the website of Altera Vastgoed N.V. handles the use of cookies can be found in our cookies statement.

Google Analytics

Via Google Analytics, (anonymised) data about visitor behaviour is collected on this website. This allows us to see how visitors navigate through the website. We use this information to make decisions about the design of our website. We also optimize the operation of the website. To enable careful processing, we have taken the following measures:

- We have concluded a processing agreement with Google;
- We have masked the last octet of the IP address, if you have indicated that you do not want statistical cookies to be placed;
- We have disabled all the possibilities that Google offers to 'share data with Google';
- We do not use other Google services in combination with the Google Analytics cookies.
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Name	Posted by	Expires after	Objective
_Go	Google Analytics	2 years	Registers a unique ID that is used to generate statistical data about how the visitor uses the website.
_gid	Google Analytics	Session termination	Registers a unique ID that is used to generate statistical data about how the visitor uses the website.
_hole	Google Analytics	Session termination	Used by Google Analytics to slow down request speed.

What is personal data?

1. Personal data is any information about an identified or identifiable natural person. For you, this means that this information is directly about you or that this information can be traced back to you. This can be your name, date of birth or address, but your (business) e-mail address or (business) telephone number is also personal data.
2. The General Data Processing Regulation also distinguishes between ordinary and special personal data. Special personal data are data that, by their nature, are extra sensitive and whose

processing is prohibited, unless a specific exception applies or explicit permission has been given. Specifically, it concerns data on race or origin, political opinions, religion or belief, trade union membership, genetic or biometric data for the purposes of unique identification, health, sexual life or criminal history.

3. The processing of personal data concerns all actions that Altera Vastgoed N.V. can perform with your personal data. Actions that fall under this in any case: collecting, recording, organizing, storing, updating, changing, retrieving, consulting, using, making available, bringing together, blocking, erasing and destroying personal data.

How do we handle your personal data?

Altera Vastgoed N.V. handles your personal data with care. We comply with applicable (privacy) legislation. All our employees have taken the oath or promise, declaring that they will act with integrity and reliability.

Who is the controller and who is the processor?

Altera Vastgoed N.V. is the owner/lessor of real estate and therefore the controller if we process personal data of you as a tenant/user within the meaning of the General Data Protection Regulation. For the conclusion and execution of your rental agreement, Altera Vastgoed N.V. uses real estate managers and real estate agents. Real estate managers are processors for Altera Vastgoed N.V., because they process your personal data for the conclusion and execution of your (rental) agreement. In your (rental) agreement you can read who the real estate manager is.

Why do we process personal data?

Your personal data are necessary for the (possible) conclusion and execution of the (rental) agreement between you (tenant / user) and Altera Vastgoed N.V. (landlord / owner of the property). The legal basis for processing your personal data is usually the (possible) conclusion and execution of a (rental) agreement. Other legal bases on which it is possible to process your personal data are your consent and the legitimate interest.

What data do we process and what do we use it for?

The following personal data may be processed during the (possible) conclusion and execution of a (rental) agreement and/or its processors. Are you a (potential) tenant of a property? Then your name, address, place of residence, date of birth, copy of identity document (without citizen service number and passport photo), IBAN, family composition (if applicable your profession) and income and wealth data will be processed. Your income and wealth data are important for assessing whether you as a tenant meet the income requirements to be able to rent at Altera Vastgoed N.V. Are you a (potential) tenant / user of a retail space or business space? Then the names of the directors/authorised representatives, copy of the identity document of directors/authorised representatives (without citizen service number and without passport photo), IBAN, company information will be processed. Information from external data sources can also be consulted, such as from the Trade Register of the Chamber of Commerce and/or from a creditworthiness research agency.

In addition, your personal data may be used pseudonymised for statistical research, so that we can continue to optimize our real estate portfolios.

How do we balance your interests?

The consequences for you as a data subject are that your personal data will only be used for the purposes described above. In addition, Altera Vastgoed N.V. as controller has taken measures to prevent and/or limit undesirable consequences for you as a data subject. For example, it has a privacy statement, a cookie statement, a privacy policy, a processing register and it has processing agreements with its processors. Altera Vastgoed N.V. also periodically performs a Data Privacy Assessment and has a data leak protocol, a data breach register and follows a privacy by design framework to guarantee data minimization. Altera Vastgoed N.V. also has a response plan for handling a privacy request from you as a tenant. Finally, employees of Altera Vastgoed N.V. periodically follow training courses to keep their knowledge up to date on various privacy themes.

Your fundamental rights to privacy remain guaranteed because Altera Vastgoed N.V. complies with your rights as a data subject as stated in the GDPR. Within Altera Vastgoed N.V., processing of personal data is always a follow-up to necessary processing for the execution of the agreement between Altera Vastgoed N.V. and you as the data subject.

With whom do we share your data?

It is possible that your personal data for the purpose of the conclusion or execution of the (rental) agreement are shared with other parties (in addition to processors of Altera Vastgoed N.V.) and your personal data are passed on to a maintenance party and / or government institutions.

What is the retention period?

We do not store the personal data longer than necessary. In some cases, the law determines how long the personal data must be retained. In other cases, we have determined how long we keep data. Are you a tenant of a property? Your personal data will not be stored for longer than two years after the end of the rental agreement with Altera Vastgoed N.V., unless there are circumstances that require it to be kept longer. Are you a tenant/user of a retail space or business space? The personal data of your directors or authorised representatives will not be stored for longer than seven years after the end of the (rental) agreement. If no (rental) agreement has been concluded between you and Altera Vastgoed N.V., your personal data will be destroyed within four weeks after the end of the rental process, unless you have indicated in writing (by e-mail) that your personal data may be stored for one year.

How do we secure your data?

Altera Vastgoed N.V. considers it important that your personal data is protected and complies with the General Data Protection Regulation and the General Data Protection Regulation Implementation Act. Altera Vastgoed N.V. takes appropriate security and organizational measures so that your personal data is processed safely and correctly. This includes permanent training of employees, codes of conduct for employees, restriction of access to personal data, security of the IT systems and numerous organizational measures to prevent misuse of your personal data.

What are your rights as a tenant/user?

If Altera Vastgoed N.V. or its processors process your personal data, you have the following rights:

- Right of access. This is the right of tenants/users to view the personal data processed by Altera Vastgoed N.V.
- Right to rectification and completion. This is the right of tenants/users to change the personal data processed by Altera Vastgoed N.V.

- Right to restriction of processing. This is the right of tenants/users to have less data processed by Altera Vastgoed N.V.
- Right to data portability. This is the right of tenants/users to transfer personal data that Altera Vastgoed N.V. has processed to another landlord and/or other party.

How do you request your rights?

A request for access, rectification and addition, restriction of processing, and data portability can be sent by email to privacy@alteravastgoed.nl or by post to Altera Vastgoed N.V., attn. the Privacy Officer, P.O. Box 9220, 1180 ME Amstelveen. We would like to receive a copy of your passport or identity card (please make your Citizen Service Number and photo illegible), so that you can identify yourself before we can comply with your request.

In the event of a request for access to the personal data that Altera Vastgoed N.V. has about you, it will make it available to you or another organization mentioned by you via a secure environment by means of a computer file.

Your request will be answered within one month after your request has been received by Altera Vastgoed N.V. Only if there are special circumstances, your request can be answered within three months after you have made your request. If this extension is used, you will hear this within one month after your request has been received by Altera Vastgoed N.V.

Tip, question or complaint?

If you have a tip, a question or a complaint about the processing of your personal data by Altera Vastgoed N.V. and/or one of its processors, you can address your tip, question or complaint by e-mail to privacy@alteravastgoed.nl or by post to Altera Vastgoed N.V. attn. Privacy Officer, P.O. Box 9220, 1180 ME Amstelveen. Altera Vastgoed N.V. has a Privacy Officer who ensures that your personal data is processed correctly.

If we cannot find a solution to your question or complaint together, you can contact the Dutch Data Protection Authority at any time, P.O. Box 93374, 2509 AJ The Hague or via <https://autoriteitpersoonsgegevens.nl/>. In addition, you can contact the House for Whistleblowers if you suspect an abuse within Altera Vastgoed N.V. This can be done via P.O. Box 85680, 2508 CJ The Hague or via <https://www.huisvoorklokkenuiders.nl/>.

Changes to the privacy statement

This privacy statement can be amended by Altera Vastgoed N.V. at any time. You can always find the most recent version on our website. The latest version dates from December 2023.