

## Privacy statement for the REAL ESTATE APP Support App

# Real Estate Support

Real Estate Support, located at Torenallee 20 Eindhoven, is responsible for the processing of personal data as shown in this privacy statement.

### Contact details:

[www.realestate-support.com](http://www.realestate-support.com)

Torenallee 20 Eindhoven 5617 BC

+31 40 202 5350

### Personal data that we process

Real Estate Support processes your personal data because you use our services and / or because you provide these to us yourself.

Below you will find an overview of the personal data that we process:

- First and last name
- Telephone number
- E-mail address
- IP address
- Other personal data that you actively provide, for example by creating a profile on this website, in correspondence and by telephone
- Location data
- List of customer contact details via an app
- Internet browser and device type

### Special and / or sensitive personal data that we process

Our website and / or service does not intend to collect data about website visitors under the age of 16. Unless they have permission from parents or guardian. However, we cannot check whether a visitor is older than 16. We therefore advise parents to be involved in the online activities of their children, to prevent data about children being collected without parental consent. If you are convinced that we have collected personal information about a minor without that permission, please contact us via [info@realestate-support.com](mailto:info@realestate-support.com) and we will remove this information.

### For what purpose and on what basis we process personal data

Real Estate Support processes your personal data for the following purposes:

- Sending our newsletter and / or advertising brochure
- Being able to call or e-mail you if this is necessary to be able to perform our services
- Inform you about changes to our services and products
- Offer you the possibility to create an account
- Real Estate Support analyzes your behavior on the website in order to improve the website and to adjust the range of products and services to your preferences.

## **Automated decision making**

Real Estate Support makes decisions (yes / no) based on automated processing about issues that can have (significant) consequences for people. This concerns decisions that are made by computer programs or systems, without a human being (for example, a Real Estate Support employee) among them. Real Estate Support uses the following computer programs or systems:

- ionic app
- Portal that is build in a laravel framework
- google analytics
- one signal plugin (third party) this party stores the following data. This information can be found via the following link: <https://documentation.onesignal.com/docs/data-collected-by-the-onesignal-sdk>

## **How long we keep personal data**

Real Estate Support does not store your personal data for longer than is strictly necessary to achieve the purposes for which your data is collected. We use the following retention periods for the following (categories) of personal data:

- personal data (address, name, e-mail & telephone number) : We keep this data until the user is deleted. → We do this because we need this information to make the app working. The app is only for Real Estate Support customers and we cannot determine this without this data. We do not use this data for other purposes.
- profile image: We keep this information until the user is deleted or the user removes it → We do this because we want to give the user the opportunity to personalize the app. We do not use this data for other purposes.
- chats : We keep these chats until the user is deleted. → We do save the user's chats because this allows us to use the chats at a later time if the user has the same question or wants to see the conversation again. We don't do anything about third parties here.

## **Sharing of personal data with third parties**

Real Estate Support only provides to third parties and only if this is necessary for the implementation of our agreement with you or to comply with a legal obligation. One signal is one of the parties we provide information to for the push notifications

## **Cookies, or similar techniques, that we use**

Real Estate Support does not use cookies or similar technologies.

## **View, modify or delete data**

You have the right to view, correct or delete your personal data. In addition, you have the right to withdraw your consent for data processing or to object to the processing of your personal data by Real Estate Support and you have the right to data transferability. This means that you can submit a request to us to send the personal data that we hold about you in a computer file to you or another organization mentioned by you.

You can send a request for access, correction, deletion, data transfer of your personal data or request for withdrawal of your consent or objection to the processing of your personal data to [info@realestatesupport.com](mailto:info@realestatesupport.com)

To ensure that the request for inspection has been made by you, we request that you send a copy of your proof of identity with the request. Make in this copy your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and Citizen service number (BSN) black. This is to protect your privacy. We will respond to your request as quickly as possible, but within four weeks.

Real Estate Support would also like to point out that you have the possibility to file a complaint with the national data protection authority, the Dutch Data Protection Authority. You can do this via the following link: <https://autoriteit-individueel.nl/nl/contact-with-de-autoriteit-individueel-data/tip-ons>

### **How we protect personal data**

Real Estate Support takes the protection of your data seriously and takes appropriate measures to prevent abuse, loss, unauthorized access, unwanted disclosure and unauthorized changes. If you have the impression that your data is not properly secured or there are indications of abuse, please contact our customer service or via [info@realestate-support.com](mailto:info@realestate-support.com)