

Privacy Statement

Privacy Statement Lieven de Key for tenants

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Introduction

Lieven de Key is a housing corporation. We rent and manage approximately 34,000 homes in Amsterdam. In order to do this, we need personal data of our tenants, employees and other people. We take your privacy seriously and adhere to a strict privacy policy, which is a set of internal rules on the handling of data. Most important:

- We take good care of your personal information. This means, among other things, that we do not use the data for anything other than what is really necessary. We also treat personal data inside and outside our organization as confidential.
- We take action to secure your personal data and ensure that our suppliers do the same.
- We strictly adhere to the General Data Protection Regulation, European privacy law, and other privacy laws.

When are we allowed to use your personal data?

We only may use your data if this is permitted and we have a good reason to do so. This is the so called processing basis. According to the law we may use data if:

- the data is necessary for the conclusion and fulfilment of an agreement, such as a rental agreement or employment contract;
- we are legally obliged to provide the data for example to the tax authorities or the police;
- the data is necessary for our company, in which case we weigh your privacy against Lieven de Key's business interests, for example if we detect cannabis cultivation or housing fraud;
- there is a life-threatening or emergency situation;
- you give us permission to use the data for something. For example, to send you our newsletter.

Which data do we process?

The following personal data is processed within the Key:

- Full name (both first and last name)
- Sex
- Social security number
- Address
- Phone numbers
- E-mail address
- Date of birth
- Payment details and account number
- Annual income / Household income
- Family composition
- Student number
- Woningnet registration number
- Contract number
- For Keyless access systems: the times at which and the location where the Keyless service is used.

- Camera images of residents and visitors of (some of) our complexes and offices (see '**Camera statement Lieven de Key for tenants**')

For which purpose do we use your data?

We need the above personal data for the following purposes:

- Renting and renting out: for example, allocating a home, executing the lease, keyless entry systems, checking your income, collecting rents, maintaining and repairing the house and handling disputes.
- Social management: collecting and sharing the necessary personal data to, for example, combat housing fraud or cannabis cultivation and to improve the quality of life in the neighbourhood.
- Communication and management of complaints/disputes: This includes processing contact details and personal data within scenarios to resolve complaints and disputes.
- Personnel and salary administration: registration of information to be able to pay salaries, but also to record sick days and the performance of the employees.
- Archiving purposes: storage of data in our archive, because it is required by law or because we need it, for example because you are still renting from us.
- Document management: processing of incoming and outgoing documents, such as mail registration.
- Lieven de Key uses camera surveillance in both its own offices and some homes to protect tenants, employees, visitors and their property. When using camera surveillance, a careful consideration is made between the need for security and the privacy of the people being filmed. The principles and rules for the use of cameras by Lieven de Key can be found in our '**Camera statement Lieven de Key for tenants**'.
- Manage membership administration for the tenants' association: processing of name and address, contact details and contract numbers for the benefit of the membership administration and collection of the contribution on behalf of H.V. Arcade.
- Website: use of your data on the website to offer you our (web) services and to communicate with you. Your data is also used to improve our website. You can read more about this in our cookie statement which can be found on our website.
- Improvement of services: use of your data to evaluate our services and improve them where necessary. Think of data processing for reports, conducting surveys and processing within (secure) test environments.

Sharing data with third parties

Lieven de Key may decide to have certain activities carried out by other companies. Of course, these activities must still have a legitimate purpose as described above under 'When may we use data'. For example, we pass on your name, address and telephone number to contractors who can carry out maintenance on your home for us.

If work is outsourced to an external company, we will only share the strictly necessary personal data. From a legal point of view, this external company then becomes independently responsible for the processing of your personal data and, just like Lieven de Key, must handle your data carefully and also comply with privacy legislation. This means, among other things, that they must also take measures to

secure your data. They may also not use this data for purposes other than carrying out the relevant work.

Lieven de Key is sometimes required by law to provide personal data to others. For example, when we have to pass on data to authorities for a criminal investigation. We handle these requests with the utmost care.

Lieven de Key can set up cooperation agreements to exchange data with, for example, municipalities, the police and healthcare institutions. These data exchanges always comply with the law and we will not share more personal data than necessary.

In some cases, Lieven de Key engages external processors who will process personal data on behalf of Lieven de Key to meet a specific purpose. Think of processing the rental files in a software package or the accounting package used for the rental collection. In these cases we always set up processing agreements with the necessary terms and conditions that guarantee the safe and correct processing of personal data.

In almost all cases processing of personal data will take place within the European Economic Area. In the exceptional case that any processing should take place in so-called third countries, Lieven de Key will ensure that additional and appropriate privacy safeguards are put in place.

When signing the rental agreement, we will ask you for permission to share data with the Arcade tenants' association. With your permission, we will share the following personal data with Arcade:

- last name
- initials
- first name
- infix
- email address
- telephone stuck
- mobile phone
- address
- house number
- addition
- postal Code
- residence
- rental contract number (the unique number that we have given to the rental agreement with the tenant)
- contract type (social, student or liberal sector)

Information security

The security of your personal data is very important to us. Our directors are responsible for protecting the data used in their departments. They provide safety measures, which are regularly checked and, if necessary, adapted to the latest techniques.

All our employees are obliged to keep your data confidential.

These rules also apply to companies that process and use data on our behalf and according to our instructions.

Retention periods

Lieven de Key does not store your data for longer than is legally allowed or as long as it is necessary for the work. How long certain data is kept depends on the type of data.

Your rights

You may ask us all kinds of things about your personal data. Your different rights are explained below. If you wish to exercise your rights, please contact us by email at info@lievendekey.nl or by telephone at (020) 621 43 33.

- Right of inspection and obtaining a copy
You have the right to view your own personal data. You can ask what we use your data for and with whom we share this data. You also have the right to receive a copy. If data from another person is included in your file, we will remove (hide) it in the copy to protect that person's privacy.
- Right to correct data
You have the right to have your data corrected or supplemented if your data is incorrect or incomplete.
- Right to erase data
You may ask us to delete your data. We do this when:
 - the personal data is no longer necessary for the purpose for which we collected it;
 - it appears that we accidentally use personal data unlawfully;
 - you withdraw your consent (if this was the reason for the processing).
- Right to object
You may always object to a specific use of your data. For this you must state (compelling) personal circumstances, we will then assess whether the use of your data is indeed undesirable.
- Right to restrict
In certain cases you can ask to temporarily stop the use of your data. For example, when we are investigating whether your data is correct or whether we are processing it unlawfully. Or, for example, if you want to prevent us from destroying your data.

Changes to this privacy statement

We can update or make changes to this privacy statement. To stay well informed about how we handle your data, we advise you to read this statement from time to time.

Contact

If you have any questions, comments or complaints about this privacy statement, please contact our Privacy Officer: Johan.vandenberg@dekey.nl or (020) 621 48 23. If we cannot find a solution, you can also contact the Dutch Data Protection Authority via: www.autoriteitpersoonsgegevens.nl