

GUESTS PRIVACY NOTICE
OVER-AMSTEL BOERDERIJ B.V.

Last Updated and Effective: 1-1-2024

At Over-Amstel Boerderij B.V. (“**Over-Amstel**”, “**us**”, “**our**”, or “**we**”), we are strongly committed to transparency and the protection and security of each of our B&B visitors and guests, restaurant visitors, and/or customers’ making use of our services (“**you**” or “**your**”) personal data. We collect your personal data and we are the “controller” under the applicable data protection laws, including the Regulation 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (the “**GDPR**”). This Guests Privacy Notice is to help you understand what personal data we collect about you, why we collect it and how we use it.

If you do not understand any part of this Guests Privacy Notice, you have any questions or complaints in relation to our use of your personal data, or if you would like to receive more information on the use your personal data by us, please contact us at info@over-amstel.com.

This Guests Privacy Notice explains the following:

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1 HOW WE COLLECT YOUR PERSONAL DATA

The personal data we use is:

- a) provided by you directly (e.g. when making a reservation for our restaurant, making a booking, and/or using our other services);
- b) directly from the person who made the booking (if another person has made a booking on your behalf to stay with us or otherwise visit us and has provided us with information about you in order to make the booking);
- c) provided through our business partners where you wish to make use of our services (e.g. travel agents, booking platforms etc.);

d) through observations (e.g. CCTV).

2 TYPES OF PERSONAL DATA WE USE, FOR WHAT PURPOSES, AND THE APPLICABLE LEGAL BASIS FOR OUR DATA PROCESSING

The type of personal data that we collect and for what purposes depends on the type of service provided to you. What type of information we use is set out in the “personal data” column below.

The overview also sets out each of the purposes for which we use your personal data and the legal basis we rely on for each type of personal data we process about you.

| Personal data | Purpose | Legal basis |
|--|---|---|
| <p>Restaurant visitor data.</p> <p>Personal data when you make a reservation for (one of) our restaurant(s), including your name, e-mail address and any additional information you submit when making a reservation (such as allergies or dietary wishes).</p> | <ul style="list-style-type: none"> • Processing reservations and customer management. • For communicating with you. • For meeting any dietary or health requirements you have (where relevant and essential for the services we are providing to you). | <ul style="list-style-type: none"> • Necessary for the purpose of our legitimate interests to process your reservation and to communicate with you regarding your reservation. |
| <p>Booking data.</p> <p>Personal data when you make a booking for our B&B, including name, e-mail address, address, city, zip / postal code, country, number of adults and (if applicable) children, credit card information and any communication information.</p> | <ul style="list-style-type: none"> • Processing reservations and customer management. • For communicating with you. | <ul style="list-style-type: none"> • Necessary for the performance under a contract with you. • Necessary for the purpose of our legitimate interests to process your reservation and to communicate with you regarding your reservation. |
| <p>CCVT.</p> <p>When entering CCTV surveillance areas, including camera footage.</p> | <ul style="list-style-type: none"> • Protecting the security and safety of you, our property and our employees. | <ul style="list-style-type: none"> • Necessary for the purpose of our legitimate interests to protect the safety and security of guests, visitors and our personnel. |
| <p>Communication data.</p> <p>Personal data when communicating with us, including name, email, phone number, communication history.</p> | <ul style="list-style-type: none"> • For communicating with you. | <ul style="list-style-type: none"> • Necessary for the purpose of our legitimate interests to be able to interact and communicate with you. |

3 SHARING OF YOUR PERSONAL DATA

We will never sell your personal data or give it to anyone else for them to use for their own purposes without making that clear to you, however, we do sometimes still share your personal data in various ways, as set out below:

- (a) **Authorities / authorized bodies:** In response to a request for information from an authority or authorized body with jurisdiction over Over-Amstel or if we believe disclosure is in accordance with any applicable law, regulation or legal process, or as otherwise required by any applicable law, rule or regulation. This includes requests related to national security or law enforcement requirements (e.g., for the provision of pensions, tax etc.). In such event we shall share your personal data with the relevant supervisory authority, investigative authority, courts, or other governmental body in compliance with applicable data protection and privacy laws;
- (b) **Service providers:** We engage various third parties to provide services to us for specific functions, and this will often mean that we need to share your personal data with them (it is in our legitimate interests to do so, since we may not have the capabilities to provide these services ourselves). Such companies are, for example: management software providers, e-mail service providers, booking providers, CCTV surveillance service providers and cloud/IT service providers.

If a service provider qualifies as processor, we will sign a data processing agreement before sharing the data.
- (c) **Sharing data in connection with changes to our group structure or the ownership of our business:** We are not currently part of a corporate group, however, if we our ownership structure changes, we may need to disclose your personal data to the new owners or operators of our website as part of that process.
- (d) Auditors, accountants, forensic investigators or law firms, for group, statutory or other periodic audits, or as part of an investigation of suspected illegal activity.

Further, we may disclose or share your personal data if:

- a) We sell our company or part thereof (including separate assets), financing or acquisition of all or a portion of our business to another company, if we merge with another company, or during negotiations thereof, or in connection with a consolidation, change in control, bankruptcy, reorganization, or liquidation. In such event, we may share your personal data with the new owner or merging party respectively insofar allowed under applicable law; or
- b) We are subject to insolvency proceedings, as part of the sale of our assets by a liquidator (or similar).

If we share your personal data with third parties located outside the European Economic Area (“EEA”), we take steps to ensure that appropriate safeguards are in place to guarantee the continued protection of your personal data, particularly by signing the SCCs adopted by the European Commission (Article 46(2)(c) GDPR). For more information on these Standard Contractual Clauses, please see [here](#).

For transfers of personal data to the UK the following applies. The European Commission has determined that the UK offers an adequate level of data protection for personal data transferred within the scope of the GDPR from the EU to the UK (please see [here](#)). This means that your personal data will be subject to a level of data protection similar as in the EU, and, as a consequence, personal data may flow from the EEA to the UK without additional safeguards being necessary.

4 HOW WE SECURE YOUR PERSONAL DATA

We will ensure that appropriate technical and organisational measures are taken against unlawful or unauthorised processing of personal data, and against the accidental loss of, or

damage to, personal data and we have in place procedures and technologies to maintain the security of all personal data from the point of collection to the point of destruction.

5 HOW LONG WE WILL KEEP YOUR PERSONAL DATA

We will not use, process, or hold your personal data any longer than necessary for the processing purpose described in this Guests Privacy Notice.

If we are subject to a statutory retention period, we will retain your personal data for at least the period specified by the law.

Notwithstanding the above, we may retain your personal data for the length of any applicable limitation period for claims that might be brought against us later, as well as during any litigation for which we need the personal data. Likewise, we may retain your personal data to make it available to the supervisory authority, investigative authority, courts, or other governmental body for the period specified by the law.

● WHERE WE STORE YOUR PERSONAL DATA

Over-Amstel stores your personal data on servers located in the EEA.

We do not send your personal data outside the EEA. If this changes you will be notified of this and the protections which are in place to protect the security of your data will be explained.

6 NO PROFILING

We currently do not use personal data for any form of automated processing which makes assumptions about you. If our practices change, we will ensure we inform you by updating this Guests Privacy Notice.

7 YOUR RIGHTS

We set out your data protection rights under the GDPR in more detail below and give information on how you can exercise them. Most of these rights are not absolute and are subject to exemptions in the law. We will respond to your exercise of right request within one month but have the right to extend this period in certain circumstances. If we extend the response period, we will let you know within one month from your request. If your request is clearly unfounded or excessive, we reserve the right to charge a reasonable fee or refuse to comply with it in such circumstances.

- a. **Access your personal data.** You are entitled to ask us if we are processing your personal data and, if we are, you can request access to your personal data. This enables you to receive a copy of the personal data we hold about you.
- b. **Request the transfer of your personal data.** We will provide to you or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Please note, this right applies to the personal data you have provided to us and only if we use your personal data on the basis of consent or where we used your personal data to perform a contract with you.
- c. **Request erasure (deletion) of your personal data.** You are entitled to ask us to delete or remove personal data in certain circumstances. There are certain exceptions where we may refuse a request for erasure, for example, where the personal data is required for compliance with law or in connection with legal claims. When we need to rely on an exemption, we will inform you about this.

- d. **Request correction or updating of your personal data.** This enables you to have any incomplete or inaccurate data we hold about you corrected.
- e. **Request the restriction of our processing of your personal data in some situations.** If you request this, we can continue to store your personal data but are restricted from processing it while the restriction is in place.
- f. **Object to our processing of your personal data where we are relying on legitimate interest.** You also have a right to object where we are processing your personal data for the purposes of direct marketing or profiling. You can object at any time and we shall stop processing the information you have objected to, unless we can show compelling legitimate grounds to continue that processing.
- g. **Withdraw your consent.** Where you have provided your consent to our processing of your personal data you can withdraw your consent at any time. If you do withdraw consent, it will not affect the lawfulness of what we have done with your personal data before you withdrew consent.
- h. **Lodge a complaint at a supervisory authority:** we will do our best to resolve any complaint. However, if you feel we have not resolved your complaint, you have a right to lodge a complaint with a supervisory authority in the country where you live, where you work or where an alleged infringement of the applicable data protection law took place. A list of EU supervisory authorities and their contact details is available [here](#).

If we process your data pursuant on the legal basis of consent, you have the right to withdraw your consent for that specific processing at any time. Please note that the withdrawal of your consent does not affect the lawfulness of the processing based on your consent before its withdrawal.

If you want to exercise any of these rights, or withdraw your consent, please contact us at info@over-amstel.com.

8 CHANGES TO THIS GUESTS PRIVACY NOTICE

We reserve the right to change this Guests Privacy Notice from time to time.

If we choose to amend this Guests Privacy Notice, we will revise the Last Updated and Effective date at the top of this document when we post the updated version on our website. If we make any substantive changes to this Guests Privacy Notice (for example regarding the personal data we collect, how we use it or why we use it), we will notify you via email and/or we will add a statement on our website to this effect. Please check back frequently to see any updates or changes to our Guests Privacy Notice.