

## Privacy statement

Focuz Support, located at Westereemsweg 5, 9979 XP Eemshaven, is responsible for the processing of personal data as set out in this privacy statement.

### Personal data we process

Focuz Support processes your personal data because you use or wish to use our services and/or because you provide this data to us yourself via email, telephone, or the contact form on the website.

Depending on which service you purchase or wish to purchase from Focuz Support, different personal data will be processed. Below you will find an overview of the personal data we process per service:

Renting temporary accommodation (via online contact form)	Car rental	Hotel booking agent (via online contact form)	Stay in a temporary home
First and last name	First and last name	First and last name	First and last name
Address details	Address details	Address details	Address details
Phone number	Phone number	Phone number	Phone number
Email address	Email address	Email address	Email address
Nationality	Nationality	Nationality	Gezinssamenstelling
IP address	Age	IP address	WA insurance details
Other personal data that you actively provide in correspondence and by telephone	Information about your payment card	Other personal data that you actively provide in correspondence and by telephone	Special considerations regarding health
	Photo of driver's license or other identification document		Specific information regarding pets
	Passport number		
	Rental location		
	Return location		
	Preferences and information about use		
	Data related to claims		
Renting temporary accommodation (via online contact form)	Car rental	Hotel booking agent (via online contact form)	Stay in a temporary home

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

Focuz Support processes the following special and/or sensitive personal data about you:

### ***Details about health during stay in temporary accommodation***

Focuz Support receives personal data via your housing association, housing supervisor, or consultant, which is entered on the "Temporary Accommodation Registration Form." The information entered on this form is important for properly preparing your stay in the temporary accommodation. This includes details about:

- health → is it necessary to install certain aids?
- family composition → is it necessary to install a cot or stair gates?
- pets → is it necessary to install a garden gate or cat flap?

### ***Data of individuals under the age of 16***

Our website does not intend to collect data about website visitors under the age of 16, unless they have permission from their parents or guardian. However, we cannot check whether a visitor is over 16. We therefore advise parents to be involved in their children's online activities in order to prevent data about children from being collected without parental consent. If you believe that we have collected personal data about a minor without such consent, please contact us at [info@focuzsupport.nl](mailto:info@focuzsupport.nl), and we will delete this information.

## **What do we use your data for?**

The personal data we use always serves a purpose defined by Focuz Support and is only used for these purposes:

- for the execution of the rental agreement, renting the property to the customer;
- for the execution of the rental agreement, renting the car to the customer;
- for the execution of the rental agreement, renting the hotel room to the customer;
- for the execution of the loan agreement, lending the temporary home to the customer;
- use of the customer's contact details for malfunction or complaint follow-up;
- the management, maintenance, and repair of the movable and immovable property to be rented, leased, or loaned;
- customer surveys to improve our services;
- newsletters and communication;
- compliance with legal obligations;
- other activities where personal data is processed.

## **Are you required to provide personal data?**

Focuz Support will only request and process personal data from you if one of the following conditions is met:

- for the execution of the rental agreement, renting the property to the customer;
- for the execution of the rental agreement, renting the car to the customer;
- for the execution of the rental agreement, renting the hotel room to the customer;
- for the execution of the loan agreement, lending the temporary home to the customer;
- use of the customer's contact details for malfunction or complaint follow-up;

- the management, maintenance, and repair of the movable and immovable property to be rented, leased, or loaned;
- customer surveys to improve our services;
- newsletters and communication;
- compliance with legal obligations;
- other activities where personal data is processed.

## **Do we share data with other parties?**

We only share your personal data with others if this is necessary to fulfill agreements made or if this is required by law. Focuz Support shares personal data with organizations involved in the execution of the rental, letting, or loan agreement.

Work on your home (repairs or maintenance) is carried out by (regular) contractors. In order to carry out the work, we provide your name, address, and telephone number and/or email address to the contractor so that they can make an appointment with you.

The personal data processed in connection with your stay in a replacement home provided by Daiwa House Modular Europe/Jan Snel bv, a housing association, or a private homeowner is shared with the National Coordinator for Groningen. This concerns the loan agreement, the temporary accommodation registration form, and the official report of delivery at the start and end of your stay. We only do this with your express consent.

Focuz Support uses a number of software programs. The suppliers of these programs have access to the personal data and make backups for us. Focuz Support has processing agreements with these suppliers to ensure the correct processing of your personal data.

## **How long do we retain personal data?**

Focuz Support does not retain your personal data for longer than is strictly necessary to achieve the purposes for which your data is collected. For stays in a temporary home provided by Daiwa House Modular Europe/Jan Snel bv, a housing association, or a private homeowner, the personal data of the borrower will be deleted within 14 days after departure from the living space, with the statistical data of the stay being anonymized.

If damage or missing items are discovered upon return of the guest house, personal data will be retained until the matter has been resolved.

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

Focuz Support only uses technical and functional cookies, as well as analytical cookies that do not infringe on your privacy. A cookie is a small text file that is stored on your computer, tablet, or smartphone when you first visit this website. The cookies we use are necessary for the technical operation of the website and your ease of use. They ensure that the website works properly and remember, for example, your preferences. They also enable us to optimize our website. You can opt out of cookies by setting your internet browser so that it no longer stores cookies. In addition, you can also delete all information previously stored via your browser settings.

## **Viewing, modifying, or deleting data**

You have the right to view, correct, or delete your personal data. In addition, you have the right to withdraw your consent to the data processing or to object to the processing of your personal data by Focuz Support, and you have the right to data portability. This means that you can submit a request to us to send the personal data we have about you in a computer file to you or another organization specified 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@focuzsupport.nl](mailto:info@focuzsupport.nl). To ensure that the request for access has been made by you, we ask you to send a copy of your ID with the request. In this copy, black out your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number, and Social Security Number (SSN). This is to protect your privacy. We will respond to your request as soon as possible, but within four weeks at the latest.

## **How do we secure personal data?**

You have the right to view, correct, or delete your personal data. In addition, you have the right to withdraw your consent to the data processing or to object to the processing of your personal data by Focuz Support, and you have the right to data portability. This means that you can submit a request to us to send the personal data we have about you in a computer file to you or another organization specified 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@focuzsupport.nl](mailto:info@focuzsupport.nl). To ensure that the request for access has been made by you, we ask you to send a copy of your ID with the request. In this copy, black out your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number, and Social Security Number (SSN). This is to protect your privacy. We will respond to your request as soon as possible, but no later than within four weeks.