

## Privacy Statement Papendal International B.V.

On this page we explain how Papendal International B.V. (hereinafter referred to as: Papendal ) handle personal data and what cookies are placed by us and by third parties

### Controller

Papendal is responsible for the data processing.

### Privacy Statement and Cookie Policy

The Privacy Statement is applicable to the processing of personal data of all our users with regard to all Products and/or Services of Papendal . In this Privacy Statement it is described how the said data processing takes place and for what purposes these data are processed. This Privacy Statement also contains information about our cookie policy. By using Products and/or Services of Papendal the User agrees with the following terms and conditions that are applicable to the said use. If the User does not agree with the content of this Privacy Statement then the User is requested not to use the Products and/or Services or to immediately discontinue the use of the same.

### The supply of personal data is not mandatory.

A User is always entitled to decide whether or not he/she wants to supply his/her personal data. However, to be able to use a number of our Products and/or Services it is required to supply your personal data to Papendal . If the entry of your data is requested then Papendal indicates what data are 'required' for the use of the Products and/or Services and what 'optional' data can be supplied.

### We truly keep your personal data private.

We make every effort to truly keep your personal data private. We do ask data from you in order that we can serve you in the best way possible. Below you can read what data we ask and what we use them for. You can also read what your rights are, who has access to your data and how long we retain your data.

What are the 'legal grounds' for the use of your data?

According to the privacy legislation we must indicate what 'legal grounds' we have for use of your data. To use Products and/or Services of Papendal we process personal data of our Users. This includes data like name, address details, date of birth, gender, telephone number and email address. In addition, financial data are processed, e.g. a bank account number, if and to the extent that these data are required for the payment of the relevant Products and/or Services.

In terms of our Products and/or Services you can think of:

- An overnight stay
- A business meeting
- A sportsday
- A training
- A stay / visit
- A visit
- Living
- Lease of sports and office accommodation
- The payment and consumption of meals in the Topsport restaurant

In addition, we can use your data in case of a 'justified interest'.

It is important to Papendal to supply the most optimal, personal service to all customers, visitors, lessees and sports stars. In this respect we always take your privacy into account. This applies to, inter alia:

### **Reviews & customer satisfaction surveys**

We make every effort to keep our visitors, customers, lessees and sports stars satisfied. We like to know what could be better and for future users it is useful to determine whether they want to use our services. We may also ask you by email to provide a review about your experience with Papendal . Or you receive personal tips and information about our services on the basis of your personal, previous experiences with us. Do you prefer not receiving these emails? No problem. You can unsubscribe with the unsubscribe link in the emails. Can you not figure it out? Our marketing/communications department is pleased to assist you.

### **Contact with our service desk / front office / reservations department**

We assist you if you have questions about your stay at Papendal . To handle your question or complaint we may ask for your reservation number, name, address, email address, telephone number and other data that facilitate the handling.

### **Visiting the Papendal website**

When you visit the website of Papendal , you receive a cookie notification from us and you can personally indicate what cookies you agree with. There are cookies that provide for an even better operation of our website. In addition, there are cookies for marketing purposes, special preferences, etc. With these cookies we, and third parties, follow your internet behaviour on our website. For instance, we follow the search words that you use and we can see what pages you click and how long you look at these pages. With this information we show advertisements that are based on your interests, we measure the effectiveness of our advertisements and we render your emails more personal. It goes without saying that we always handle your data confidentially.

### **Visual material**

Sometimes photos are taken and videos are recorded at Papendal . The said photos and videos can be used for the promotion of Papendal , for internal use, marketing purposes and occasionally for commercial use. We take into account as much as possible that we publish non-identifiable photos and videos.

If we pictured you identifiably against your will then it goes without saying that you can object. We handle this properly and we make sure that your photos and/or videos are removed immediately.

The sports stars who train at Papendal are also photographed regularly. These photos or videos, usually taken or recorded during training sessions at Papendal , are used on, for instance, social media. For the promotion of Papendal . Consent is requested in advance for the publication of team or portrait photos.

### **Newsletter & email**

We send you different types of emails. You receive emails following your reservation with, for instance, information about check-in times, restaurant reservations, a review request or tips about your stay. In addition, you receive emails about nice actions and promotions that may be relevant to you because you stayed with us before. The content of the newsletter is personalised on the basis of the interests specified by you. Our cooperation partners of Sportcentrum Papendal receive newsletters to keep them informed of the developments at Papendal . We only send you emails with your consent. Do you prefer no longer receiving newsletters? Unsubscribing is done in a flash. Use the link at the bottom of the email for this.

### **Promotions**

If you participate in a promotion (giveaway) of Papendal then we ask you to leave behind your name, telephone number and email address. You then hear from us if you won. We also use these data to analyse our promotions. This way they will be more fun every time.

### **Social media**

You can follow us on Twitter, Facebook and Instagram. We also appreciate it if you look at our videos on YouTube or if you like us on LinkedIn. We show you useful advertisements on social media about our services, the latest offers based on your interests but also interesting news and facts from the world of sports. Of course this is done with cookies. We never share our customer base directly with Facebook, Twitter, Instagram or LinkedIn.

### **Security, Wi-Fi & cameras**

All business premises and a part of the sports accommodations at Papendal were provided with cameras. This is important for your safety and that of our employees, lessees, and sportsmen and sportswomen or is meant for training purposes for top-class sports. We do not retain camera recordings longer than 7 days, unless we detect something suspicious that we need to examine further or unless we need to retain the recordings longer on account of another statutory obligation or if the recordings are used for training purposes for top-class sports. If you use our (free) Wi-Fi network then data are collected of the device that you log on with, including the MAC address (identification number). If the rental period of the Wi-Fi use has expired then the MAC address can no longer be traced. These data are only used by us to prevent abuse. We block the access of the device if illegal activities take place on our Wi-Fi network. A number of buildings at our premises were provided with cardreaders on the doors. Users can open the doors with their Papendal Card, provided that they have the correct access on their card. For security reasons it can be retrieved per lock who was present in the relevant room. Only some employees can read this information.

### **Data of top sportsmen and sportswomen**

To be able to offer our top sportsmen and sportswomen optimal services and to assist them further in their sport we ask for personal data and they are being monitored in various areas. Think about testing / measuring, the monitoring of physical condition, the monitoring of nutrition or the progress at school. Our experts handle this information very diligently and the data are stored in a secure environment. This information is only shared with experts who are in need of this information in order to perform their position.

We may also be subject to a statutory obligation to use your data, for instance when we suspect fraud. And sometimes you personally gave us consent to use your data, e.g. when you subscribe to the newsletter. We keep proper records of this.

### **Who has access to your data?**

Barring the provisions set forth below, only the people who were authorised by Papendal to secure and/or to otherwise process personal data and/or to perform IT maintenance activities have access to the personal data of the Users. We only transfer your data to other parties if this is actually required for our services. Parties like data management platforms, media and advertising agencies and research agencies become relevant as soon as we want to give you personal advice or want to show you specific advertisements, e.g. based on your interest in certain services. In suspicious situations we are held to share customer data with official authorities. The parties who obtain access to your data from us can only use the said data to supply a service to you on behalf of Papendal. Unless they are personally responsible for the obtaining and protection of your data. Some cookie developers have access to the data that cookies collect on our website. We never sell your data to third parties.

### **Under the age of 16**

Are you under the age of 16? Then ask your parents for consent to use our websites and apps, to create an account, to subscribe to newsletters or to participate in competitions. Let them read this Privacy Statement.

### **Where are your data stored?**

We store your data in several databases. We always use strict security measures. Your data are always stored within the European Union. In the exceptional instance that customer data are transferred to countries outside the European Union, we ensure that your data remain protected in an appropriate manner. This was established officially for a number of [countries](#). Some American parties registered under the [Privacy Shield](#) that offers sufficient protection. Or we work with official [model agreements](#) that were specifically prepared to guarantee your privacy. If a data breach is observed then we act according to the data breach procedure.

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

We retain and use your data no longer than necessary. After that we delete all data that we have of you. Or we use your data anonymously because we need certain data for internal analyses and reports, e.g. the value of our order.

This sounds nice and simple but how does it work in practice? We observe certain periods after which we delete your data. Namely, the following periods:

- We do not retain camera footage recorded at our premises longer than 7 days. Unless we observe something suspicious that we need to examine further or if the footage needs to be retained longer on account of another statutory obligation.
- We delete inactive customer accounts after 7 years. After this period we only use your data anonymously, for internal reports.
- The Dutch Tax Administration compels us to retain our administration with your invoicing, payment and reservation details for 7 years. After that we only use anonymous data for internal reports.
- If you subscribed to the newsletter or gave consent to receiving personalised messages then we retain the said consent for 5 years. Also if at some point you decide that you no longer want to receive the newsletter or personalised messages, we retain the revocation of your consent. After this period we only use your data anonymously, for internal reports.
- We retain data that we use to prevent fraud for a very long period. Not nice, but necessary.

### **What are your rights?**

Of course you remain in control over your data. Do you want to obtain free insight into your personal data and receive a copy? Or do you want to correct, delete or protect your data or adjust your email preferences? No problem. Let us know by email. This way you can also object to the use of your data for marketing purposes or indicate that you feel that your privacy outweighs our interest. In that case we examine the situation again.

Unsubscribing to the newsletter is done in a flash. You can do this with the link at the bottom of the newsletter. And do you no longer want any cookies at all anymore? You can also configure this yourself. You can ready how you do this in our cookie policy.

We want to make sure that you really are who you say you are. That is why we may request additional information to establish your identity. We also do this in case of unclear requests.

### **Do you have questions or complaints?**

For questions or complaints about your data and the protection of your privacy you can contact the privacy expert of Papendal [Email: privacy@papendal.nl](mailto:privacy@papendal.nl)

Post: Papendal International B.V. | Papendallaan 9, 6816 VD Arnhem, attn. privacy expert

### **Who is responsible for your data?**

Papendal International B.V.

Papendallaan 9

6816 VD Arnhem

KvK-nummer: 76065898

BTW-identificatienummer: NL860495292B01

### **Change of Privacy Statement**

Papendal reserves the right to change this Privacy Statement. Changes will be posted on the website.

This Privacy Statement was lastly changed on 31 May 2018.