



CANCELLATION POLICY HAERT Center

B&B Rooms:

Full refund 7 days prior to arrival.

Full house:

Full refund for cancellations up to 30 days before check-in. If booked fewer than 30 days before check-in, full refund for cancellations made within 48 hours of booking and at least 14 days before check-in. After that, 50% refund up to 7 days before check-in. No refund after that.

PRIVACY STATEMENT

HAERT Center

Haert Center is responsible for the processing of personal data, as described in this privacy statement.

Mailing Address: Gedempte Oude Gracht 144, 2011GX Haarlem

Email Address: gijs@haert-haarlem.com

Phone Number: 0031650808408

Chamber of Commerce (KvK) Number: 89199502

VAT Number: NL864908167B01

Supervisory Authority for Permits: Haarlem Municipality

Haert Center issues this privacy statement to provide insight into the use of personal data on www.haert-haarlem.com (hereinafter referred to as "the website"), and all related domains associated with the website.

Personal data includes all information that can be used to identify an individual, such as name, customer number, and personal contact details. Data that is not personally identifiable but, when combined with personal information, can lead to the identification of the user, also qualifies as personal data.

This privacy statement applies to anyone who visits the website or communicates with the website in any manner (hereinafter referred to as "the user").

Haert Center commits to complying with Regulation (EU) 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 (General Data Protection Regulation) and the Implementation Act General Data Protection Regulation.

Haert Center takes appropriate measures to protect the collected and processed personal data.

For questions regarding this privacy statement or other privacy-related matters, contact can be made through:

gijs@haert-haarlem.com

floor@haert-haarlem.com.

This privacy statement was last updated on: August 27, 2023.

DATA PROCESSED

When using the website or services of Haert Center, the following personal data may be collected and processed:

First and last name, address, email address, phone number.

PURPOSE OF DATA PROCESSING

In compliance with privacy laws, user personal data is solely used for the following purposes:

For the execution of ordered services.

In accordance with Article 6 of the General Data Protection Regulation, the processing of personal data for the above-mentioned purposes is based on the following:

- The user has given consent for the processing of their personal data (Article 6(1)(a)). The given consent can be revoked by the user at any time.
- The processing is necessary for the execution of a contract with the user (Article 6(1)(b)).
- The processing is necessary due to a legal obligation of the data controller (Article 6(1)(c)).

RECIPIENTS OF PERSONAL DATA

Personal data may be provided to third parties by Haert Center if it is compatible with the purpose for which the data was collected, as stated in this privacy statement.

Personal data is only provided for the period and extent necessary for the execution of the assignment given by Haert Center to the recipients.

In all cases of providing personal data to third parties, Haert Center ensures that the data is used solely for the intended purposes and is kept in accordance with the legally assured level of protection.

Haert Center never sells user data for commercial purposes.

DATA RETENTION PERIOD

Personal data is not used or stored by Haert Center for longer than necessary to achieve the objectives for which the data was collected, in accordance with this agreement.

USER RIGHTS

- The user of the website can exercise their rights at any time with regard to Haert Center.
- The user can make their request to exercise one or more of their rights known to Haert Center using one of the contact details of Haert Center mentioned in this privacy statement.
- Haert Center will comply with the user's request, unless the request is unfounded or excessive.
- Haert Center will respond to the user's request within one month of receiving the request, even if the request is not granted.
- The response to the request must be clear to the user and provided in writing or through other (electronic) means.

a. Right to information about processing

- The user of the website has the right to clear and transparent information about data processing.
- Through this privacy statement, Haert Center provides information about the source of the data, the recipients of the data, the purposes, necessity, and legal basis of the data processing, data protection safeguards, retention period, contact details for complaints, and user rights.

b. Right of access

The user of the website has the right to access their collected personal data at reasonable intervals.

If requested, Haert Center provides the user with access to an overview containing, at least, the following information concerning the user:

- The purposes of data processing.
- The categories of personal data being processed.
- The recipients or categories of recipients to whom the personal data is disclosed.
- The retention period of personal data.
- The right to correction, deletion, restriction, or objection.
- The right to lodge a complaint.

Before granting access to the collected personal data, Haert Center verifies the user's identity.

If a copy of the data is provided to the user, no charges will be applied for the provision of the copy, unless the user requests multiple copies and a reasonable fee can be charged based on administrative costs.

The copy is provided in writing, including electronic form.

If the user submits the access request electronically, the copy of the data is also provided in electronic form, unless the user requests otherwise.

A copy of the personal data is provided to the user within one month of the request.

c. Right to rectification

The user of the website has the right to correct or supplement their personal data if it is inaccurate.

If the user does not have the ability to correct or supplement their personal data, the user may instruct Haert Center to correct or supplement their personal data.

Haert Center informs all recipients of the personal data about the amended data, unless this proves impossible or requires disproportionate effort in relation to the user's interests. Haert Center provides the user with information about these recipients if the user requests it.

d. Right to erasure

The user of the website has the right to have their collected personal data erased by Haert Center if one of the situations mentioned in Article 17(1) of the General Data Protection Regulation applies.

The user also has the right to be 'forgotten' if Haert Center has made the user's personal data public and the user requests the erasure of their data. In this case, Haert Center must take the necessary measures to inform other data controllers that the user wishes to erase their personal data or any copies thereof. There is no obligation to comply with a request for erasure of personal data if the data processing is necessary for one of the reasons mentioned in Article 17(3) of the General Data Protection Regulation.

e. Right to restriction of processing

The user of the website has the right to restrict the processing of their personal data if one of the situations mentioned in Article 18(1) of the General Data Protection Regulation applies.

In the case of exercising the restriction of personal data processing, the data may

only be processed:

- With the user's consent.
- For the establishment, exercise, or substantiation of a legal claim.
- To protect the rights of third parties or for important reasons of public interest of the European Union or a member state.

Haert Center informs all recipients of the personal data about the restriction of data processing, unless this proves impossible or requires disproportionate effort in relation to the user's interests. Haert Center provides the user with information about these recipients if the user requests it.

f. Right to data portability

The user of the website has the right to receive their personal data from Haert Center in a structured, commonly used, and machine-readable format and to transmit it to another data controller, without being hindered by Haert Center, if one of the situations mentioned in Article 20(1) of the General Data Protection Regulation applies.

If the user exercises their right to data portability, the user also has the right for their personal data to be transmitted directly from one data controller to another, unless this is technically unfeasible.

The exercise of the right to data portability does not affect the right to erasure. This right does not apply to processing necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in Haert Center.

The exercise of the right to data portability does not infringe upon the rights and freedoms of others.

g. Right to object

The user of the website has the right to object, on grounds relating to their particular situation, to the processing of their personal data by Haert Center. In such cases, Haert Center will cease processing the user's personal data, unless Haert Center can demonstrate compelling legitimate grounds for the processing that override the interests, rights, and freedoms of the user or are related to the establishment, exercise, or defense of legal claims.

In the case of personal data processing for direct marketing purposes, the user has the right to object to the processing of their personal data at any time.

If the user objects to data processing for direct marketing, the data will no longer be

processed for these purposes.

h. Right to lodge a complaint

The user of the website has the right to lodge a complaint regarding the processing of their personal data by Haert Center with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).

Complaints about the processing of the user's personal data and complaints about non-compliance with applicable legislation can both be submitted. The Dutch Data Protection Authority is responsible for overseeing the processing of personal data in the Netherlands. Information about the Dutch Data Protection Authority can be found at <https://autoriteitpersoonsgegevens.nl/>.

CHANGES TO THE PRIVACY STATEMENT

This privacy statement may be changed due to new developments on the website or adjustments to legal obligations.

The most recent version of the privacy statement can be consulted on the website. The last modification date is indicated.