



RESERVATIONS

PRIVACY STATEMENT IAMRESERVATIONS.COM

In this privacy statement we inform you about the use of your personal data (hereinafter also "data") by iamreservations. You can find our contact details at the bottom of this privacy statement under the heading "Contact".

THE DATA WE COLLECT

We collect or receive via the website the following data from persons who are with us create an account and make bookings on it:

- Salutation
- First Name
- Last name
- E-mail address
- Password
- Residence
- Country
- (Mobile number
- Whether you are older than 18
- Social Media (Facebook) login details
- Payment details (with credit card guarantees or payments: name of cardholder, credit card number, credit card company, security code on the back, validity date, with iDEAL: name of your bank and whether your payment via our website is successful)
- Invoice data
- Booking history
- Reviews / Reviews
- Specific preferences for bookings
- Correspondence with you in the context of your booking, such as dealing with complaints and questions

We collect or receive via the website of other persons for whom a booking has been made the following information:

- Salutation
- First Name
- Last name
- E-mail address
- Residence
- Country
- (Mobile number

We collect or receive via the website the following (type of) details of persons who visit our website:

- IP address

- Cookie IDs

We collect or receive employees from the accommodations on our website are shown the following data:

- Salutation
- First Name
- Last name
- E-mail address
- (Mobile number

PURPOSES OF USING THE DATA

We use your information for the purposes mentioned below.

- To identify and address you (name).
- To protect your account (password).
- To send you a confirmation of your registration and the bookings made by you (email address).
- To contact you in connection with your booking and possible emergencies (mobile phone number).
- To check if you are older than 18 years.
- To process your booking. We will pass on your details to the accommodation. If you make a booking with us you can specify specific preferences for the overnight stay. We request this to communicate your preferences to the accommodation.
- To be able to process your prepayment or guarantee (payment details, credit card details).
- So that you can check in your account which bookings you have made. We also use your booking history so that we can show you suggestions or offers and you can search for accommodations based on personal preferences on our website. If you do not want us to show you suggestions or offers, you can opt out here. Send an email to the email address mentioned under "Contact".
- To correspond with you in the context of your booking, customer service, after sales.
- For making interesting offers and / or promotions from us or the accommodations that we offer on our website. You can always unsubscribe from commercial e-mailings via the "optout" button in our e-mailings.
- To approach you for customer satisfaction surveys.
- For analyzing visitor statistics, to improve the user-friendliness of our website (IP addresses).
- To show you targeted offers on our website.
- For the benefit of our financial administration (invoice details).
- We use the details of the employees of the accommodation to carry out the agreement with the accommodation and for further communication with the accommodations.
- If you log in with your social media account, we will receive the name as mentioned on your social media account and the password of your social media account. If we have our own page on certain social media, you will be informed about the use of your data by us on that social media.
- We can publish an assessment / review written by you on our website, on the website of the accommodation and / or in other (online) media. If we place your review on our website and / or that of the accommodation we will mention your name.

ARE YOU REQUIRED TO PROVIDE CERTAIN DATA TO US?

Yes, we ask you to provide certain information, namely:

- Name
- Address data
- E-mail address
- User name
- Password
- Date of birth
- Credit card details when you give a guarantee

If you do not want to share this information with us, this means that you can not log in to our website and can not make any bookings. We need this information to be able to execute the agreement with you and to comply with legal obligations (administrative obligations, sending electronic confirmation).

ON WHAT BASIS ("LEGAL BASIS") DO WE USE YOUR DATA?

We use your data to execute the agreement with you, to comply with our legal obligation to send an electronic confirmation and to comply with our statutory administration obligations. In addition, we use your data for our "legitimate interest" to maintain a commercial relationship with you. We require your permission for the placement of certain cookies. For non-anonymous use of your review in other (online) media than on our website we will ask for your further permission.

COOKIES

We place cookies and other information on your computer, tablet, mobile phone, smartwatch or other device with which you visit our website.

WHAT ARE COOKIES?

Cookies are small text files that are used to communicate with your browser so that the browser recognizes your device. If we then refer to "cookies", we also mean any other techniques with which we place or read information.

CAN I TURN OFF COOKIES?

Yes. You can set your internet browser so that (certain) cookies are not placed. However, you may not be able to use certain functionalities of our website (properly).

WHAT COOKIES ARE WE PLACING?

We place the following cookies for the following purposes:

- Functional cookies. These are cookies that are necessary to be able to use our website in a normal way, such as cookies to log in to your account, to remember

products that you add to your shopping cart, to remember language preference, possibly on data entered on a web page to remember if you navigate to another page. We do not need to request permission for placing such cookies.

- Analytical cookies. These are cookies that track visitor statistics and analyze website visits. We use these cookies only for analyzing the use of our website and to optimize the user experience. We use Google Analytics. We have signed a processor agreement with Google, do not let Google use the full IP address, and do not share data with Google. We do not use other Google services in combination with the Google Analytics cookies. We do not have to request permission for placing these cookies.

Below is an overview of the cookies we place, by whom they are placed, what type the cookie is and how long they are kept:

Cookiename	Placed by	Sort cookie	Storage period	Privacy policy
http://asp.net/	lamreservations.com	Functional	Session	This privacy statement
ARRAffinity	lamreservations.com	Functional	Session	This privacy statement
__cfduid CloudFlare	CloudFlare	Analytics	7 months	www.cloudflare.com/securitypolicy
_gat	Google Analytics	Analytics	1 year	www.google.com/policies/privacy/
_ga	Google Analytics	Analytics	1 year	www.google.com/policies/privacy/
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TO WHO ARE WE PROVIDING YOUR DATA?

We basically only use your data for ourselves. In the following cases, it may be necessary to pass your details on to others:

- Suppliers (including "processors"). We use suppliers to manage and host our website. It may be necessary to pass on your details to that type of party for the purposes mentioned in this privacy statement. We require, where necessary, suppliers to handle your data carefully.

- Accommodations. To process your booking, we provide your name and address details and other booking details to the accommodations.

- Debt collection agency. We can hand over a due and payable claim against you to a debt collection agency. In doing so, we will only pass on the data that are necessary for the execution of the collection activities.
- Accountant. We must pass on the details on your invoice to our accountant or bookkeeper.
- Legal advisor. In case of a legal dispute with you, we may be obliged to pass on your details to a legal advisor and use them in legal proceedings. In doing so, we will only pass on the information that is necessary in connection with the legal procedure.
- Government agencies. If we are legally obliged to do so, we must pass on your details to government agencies, for example to the tax authorities.

HOW LONG DO WE KEEP YOUR DATA?

We do not store your data for longer than is necessary for the purpose for which we collect, receive and / or use it.

In general, we use the following retention periods:

Type of data	Storage details
Customer data	Up to 2 years after the last transaction.
Booking details, invoice data and transaction details, correspondence relating to a booking	7 years on the basis of the legal obligation to retain.
IP address	Up to 1 year after the last transaction.
Cookie ID's	See above
Reviews	As long as the review is relevant
<i>{Add in other information.}</i>	<i>{Give indication of the retention period.}</i>

WHAT DOES YOU HAVE RIGHTS?

You have the following rights under the law:

- to request access to your data;
- to have incorrect data corrected;
- to complete incomplete information, given the purposes for which it is collected and / or used;
- in certain cases to have your data deleted;
- in certain cases to "limit" your data;
- in certain cases to object to the use of your data;
- to withdraw consent if you have given permission for certain data and / or certain use of your data;

And as of May 25, 2018 also:

- in certain cases to get your data in one piece;
- submit a complaint to the Dutch Data Protection Authority.

Most of your data can be found in your own account. You can then log in and adjust the data. For other information you can contact us directly (see: "What if I have questions or complaints"?).

We may in certain cases have the right to refuse your request. In that case we will explain the refusal. We may no longer be able to execute the agreement with you if we do not have certain information from you, which we will also explain.

If we use your data for direct marketing purposes and you ask us to discontinue that use, we will do so. In electronic commercial messages, an unsubscribe button is always included so that you can unsubscribe from receiving those messages.

WHAT IF YOU HAVE ANY QUESTIONS OR COMPLAINTS?

If you have questions or complaints about the use of your data or this privacy statement, please contact:

info@iamreservations.com

CAN WE ADJUST THIS PRIVACY STATEMENT?

Yes. This privacy statement is from May 25, 2018. We reserve the right to change this privacy statement. If this is an important change, we will inform you of this, for example by sending you an email message