

# Privacy Policy (NL)

## Introduction

**Global Broker Services b.v.** (hereinafter referred to as "Service Provider") is the data controller in relation to the processing of personal data collected through the use of our services, websites and social media channels (hereinafter referred to as "Website"). Service Provider respects the privacy of all users and processes personal data in accordance with applicable privacy legislation, including the General Data Protection Regulation (GDPR). This Privacy Policy describes what personal data we collect, how we process and secure it, and what rights users have.

## What data is processed

Personal data is provided by home seekers, sellers, estate agents, home developers or other interested parties (hereinafter: "User"), for example in the event of a contact request, registration for a newsletter or when similar functions are used.

## General personal data

- Last name, first name
- Gender
- Address, postal code, city
- Phone number(s)
- E-mailadres(sen)
- Date of birth
- Birthplace
- IP address (if collected through cookies or tracking mechanisms)
- Customer or membership number
- Income
- Payment details (for billing purposes only)
- Family composition
- Work Situation (Work Status)

## Special personal data (if strictly necessary and permitted)

In principle, we **do not** process special personal data, unless you give explicit permission for this or this is necessary for our services. Special personal data include data about:

- Race or ethnic origin
- Political views
- Religious or philosophical beliefs
- Health
- Sexual life or orientation
- Genetic and biometric data
- Trade union membership

In addition, we do not process data of persons under the age of 16 without the consent of a parent or guardian.

## Purpose of the processing of the data

We process personal data exclusively for the following purposes:

- Execution of agreements, such as mediation in the purchase/sale and rental/rental of homes
- Invoicing and administrative processing
- Delivery of products (photos, other material) or services
- Provision of services, such as marketing and lead management
- Customer service and communication via email or phone
- Legal obligations, such as tax regulations
- Direct marketing, promotion and newsletters \*

*\* For direct marketing via e-mail or SMS, we ask for explicit permission, unless the user is already a customer and similar products or services are offered*

### **Ground for processing data**

We process personal data exclusively on the basis of:

- Execution of an assignment or agreement
- Legal obligation
- Legitimate interest (such as marketing or fraud prevention)
- User consent (e.g. for newsletters)

### **Provision of personal data to third parties**

Personal data is only shared with third parties if this is necessary for our services or if we are legally obliged to do so.

We use software such as Leadflow, Pararius Office and Kolibri for lead management, CRM and brokerage services. These parties process personal data on our behalf and are contractually obliged to take appropriate security measures. We enter into processing agreements with these parties.

In addition, personal data may be shared with:

- IT and hosting providers.
- Marketing and analytics tools (e.g., for website optimization).
- Tax and legal advisors if necessary.

We only share personal data with third parties within the European Economic Area (EEA) or with parties outside the EEA that provide an adequate level of protection, for example through an adequacy decision or by concluding standard contractual clauses.

### **Security**

We take appropriate technical and organizational measures to protect personal data against loss, misuse and unauthorized access. This includes, among other things:

- Limited access to personal data for authorized personnel.
- Encryption and secure storage of data.
- Periodic checks and security updates.

In the event of a data breach, we will, if required, inform the data subjects and the Dutch Data Protection Authority.

### **User rights**

Users have the following rights in relation to their personal data:

- **Access** to their personal data.

- **Correction** of incorrect data.
- **Deletion** of data if there is no legal obligation to keep it.
- **Objection** to processing for direct marketing.
- **Restriction** of processing under certain conditions.
- **Data portability**.

Requests can be made via the e-mail address at the end of this Privacy Policy. We may request additional information to verify identity.

#### **Retention period**

We do not store personal data longer than necessary for the purposes for which it was collected, unless a longer retention period is required by law. The exact retention period depends on the nature of the data and the applicable legal obligations.

After the relevant retention period has expired, personal data will be securely deleted or anonymised.

#### **Cookies en tracking**

Our website uses cookies and tracking technologies for better user experience and marketing purposes. We use functional, analytical and marketing cookies. Users can manage their cookie preferences through our cookie settings. Please see our **Cookie Policy** for more information.

#### **Questions and complaints**

If you have any questions about this Privacy Policy or the processing of personal data, please contact:

- **Phone:** +31 619444295
- **E-mail:** [info@globalbrokerservices.nl](mailto:info@globalbrokerservices.nl)
- **Postal address:** Mercatorplein 11h, 1057 BX Amsterdam

If users have complaints about the processing of personal data, they can file a complaint with the [Dutch Data Protection Authority](#).

#### **Changing the Privacy Policy**



**Global Broker Services**

**Last updated: October 2025**