



## PRIVACY STATEMENT

When you are active on our website or contact us you sometimes share personal data with us. We handle this data with care and adhere to the laws and regulations applicable herewith. These laws deal with the retention and use of your personal data.

In this privacy statement, we explain to you what data we collect from you and what we do with that data. This privacy statement applies to all interactions between you and Worldwide Heart Resorts, the method of communication does not matter. Worldwide Heart Resorts, based in Leusden, is responsible for processing personal data as stated in this privacy statement. You can send questions or comments regarding your privacy to [contact@worldwideheartresorts.com](mailto:contact@worldwideheartresorts.com).

### What are personal data?

Any data that tells something about you and can be used to identify you is personal data. Think, for example, of your name, your contact or address information and your BSN (Dutch Citizen Service Number). Some of these data such as ethnicity, religion or criminal history are special personal data.

### Special personal data

We do not collect special personal data. Personal data of persons under 16 years of age

We do not intend to process personal data of persons under 16 years of age. However, we cannot verify whether a visitor to our websites and servers is over 16 years of age. If you believe that we have collected personal information from a minor without parent or guardian consent, please contact us at [contact@worldwideheartresorts.com](mailto:contact@worldwideheartresorts.com) and we will remove this information. If any data of persons under the age of 16 is collected by us it will always be done with the permission of his/her parent or guardian.

### When do we process your personal data?

#### 1. *To be able to help you when you have questions.*

We are happy to help if you run into something or have a question for us. You can call us, email us or fill out a form on the website.

We may also obtain your information through third parties in connection with our services. In order to help you further, we store some information about you. That way we know who you are and can also find out what we talked about at the next contact moment. If you have questions for us, we store the following information about you:

- Name
- Email address
- Phone number
- Your message

Legal basis: legitimate interest.



**2. *To send registration, confirmation and login information to you once you have signed up as a member.***

Once you have registered, we will send you confirmation of your registration and the necessary login information. For this purpose, we store the following data from you:

- Name, address, residence personal data
- Email address
- Phone number
- Company name (optional)
- Chamber of Commerce number (optional)

**Legal basis: legitimate interest.**

**3. *To execute an agreement, create profile and forum pages for you, and make appointments with you.***

If you purchase services from us then of course you want to be well served and receive what you have requested such as profile and forum pages. We store the following data for the performance of a contract:

- Name, address, residence personal data
- Email address
- Phone number
- Company name

**Legal basis: performance of the contract.**

**4. *To bill & collect from you.***

Of course, the services you purchase must also be paid for. If you do not do this then we will start a collection process. In connection with billing & collection, we store the following information about you:

- Name, address, residence personal data
- Email address
- Phone number
- Company name
- Chamber of Commerce number
- VAT ID number

**Legal basis: legal obligation.**

**5. *To send you emails from the forum and/or platform.***

If you have signed up for the forum and/or platform we may send you emails and newsletters, for this we store the following data:



- Name
- Email address

**Legal basis: consent and performance of contract.**

**6. To post your comments within the platform and/or forum on the site.**

When you have left a comment on the platform and/or forum, we store this data about you:

- Name
- Email address
- Website
- Your reaction

**Legal basis: consent.**

**7. To keep you informed of changes in our services.**

When we make changes to our services, terms and conditions, privacy statement or other important matters we will be happy to notify you. If you agree then we will use the following data to process you in our administration system:

- Name
- Email address

**Legal basis: consent.**

**Cookies and similar techniques I use Worldwide Heart Resorts uses functional cookies.**

A cookie is a small text file that is stored on your computer, tablet or phone the first time you visit a website. We use cookies with purely technical functionality so that the website works as intended.

If we need your permission to set cookies we will ask you during your first visit to this website. We also refer you to our cookie statement. You can opt out of cookies by setting your Internet browser to stop storing cookies. The cookies we store are not kept for more than one year.

**Transfer to partners**

We work with various vendors and partners to perform our services.

These suppliers & partners include parties that:

- Taking care of our platform
- Handle our payments & collections
- Taking care of our web hosting
- Taking care of our bookkeeping



We have entered into processor agreements and/or non-disclosure agreements with sub-processors to ensure the security of your data. We only work with partners who can comply with the AVG legislation.

Some of our partners are located outside the European Economic Area (the countries within the European Union, Liechtenstein, Norway and Iceland). Your data may be processed in America and/or other countries where these companies have their cloud storage and servers and/or backups. With these partners we have taken appropriate measures which are contractually agreed upon via a processor agreement / Data Processing Addendum or via a model agreement from the European Commission (click here). The stricter GDPR (the AVG) is often already signed and working by most of them. This way we ensure that your data is well protected.

#### **Transfer to third parties**

In general, we do not share or sell your information with individuals or organizations outside Worldwide Heart Resorts, except with partners as described above. We may also be required to pass on your data under a legal obligation.

#### **The security of your data**

Worldwide Heart Resorts has appropriate technical and organizational security measures in place to protect your personal information from misuse, unlawful or unauthorized use and loss.

All parties that process your data for us (sub-processors) or can view it (think employees or hired workers) sign a processing agreement or confidentiality agreement.

#### **How long will your data be kept?**

We use different retention periods for different data streams. Of course, you always have the right to ask us to delete your data. See also the heading "Your Rights" for this.

**Personal information:**Name, address information, phone number and email we delete 5 years after our last contact.  
**Email:**Email older than 1 year is deleted unless they are still relevant to the performance of an agreement or resolution of a dispute.

**Invoices and quotations:**Invoices and quotations are deleted after the legal retention period of 7 years.

Your information will remain in our billing system until then.

**Newsletter:**You can delete your data from our newsletter system yourself at any time.  
**Your rights**You have the right to view, correct and delete your personal data.



In addition, you have the right to withdraw your consent to data processing or object to the processing of your personal data by Worldwide Heart Resorts.

You also have the right to data portability. You may send a request to access, correct, delete, transfer your personal data or request the revocation of your consent or objection to the processing of your personal data to [contact@worldwideheartresorts.com](mailto:contact@worldwideheartresorts.com).

To ensure that the request for access is made by you, we ask that you send a copy of your ID with the request. In this copy, black out your passport photo, MRZ (machine readable zone, the strip of numbers at the bottom of the passport), passport number and Citizen Service Number (BSN). This is to protect your privacy.

If your request relates to a cookie, we ask that you include it as well. We will respond to your request as soon as possible, but no later than four weeks. Worldwide Heart Resorts would also like to remind you that you have the opportunity to file a complaint with the national regulator, the Personal Data Authority.

#### **Reporting a data leak**

If, despite all precautions, a data breach does occur, we comply with the data breach notification requirement and, should it be necessary, report the breach to the Personal Data Authority within 72 hours of discovery. Should you discover a data leak, we kindly ask you to share it with us as soon as possible but in any case within 24 hours of discovering the leak by sending an email to [contact@worldwideheartresorts.com](mailto:contact@worldwideheartresorts.com). We can then take immediate action.

#### **Liability**

This privacy statement covers only the personal data Worldwide Heart Resorts processes for the purposes of the items discussed in this agreement. Worldwide Heart Resorts does not accept any responsibility or liability for (the operation and/or content of) third-party websites or services.

#### **Changes to this statement**

The contents of this privacy statement may be updated at any time by Worldwide Heart Resorts to reflect new legislative or regulatory developments or changes within our company. You can subscribe to our newsletter where we will keep you informed of any changes.

In any case, we encourage you to consult this privacy statement regularly to stay informed about our privacy policy. By continuing to use Worldwide Heart Resorts' services after changes, you agree to these changes.

#### **Contact Do you have further questions or comments?**

Then you can contact us via email, [contact@worldwideheartresorts.com](mailto:contact@worldwideheartresorts.com). Worldwide Heart Resorts is registered with the Chamber of Commerce under number 32140678. Version: January 2023