



PRIVACY STATEMENT

348 Suites B.V. (hereinafter: 348) believes it is important that our services are open, honest and transparent. We also believe it is important that you are informed about the Processing of your Personal data, what Personal data 348 collects, what this Personal data is used for by 348, with whom your Personal data is shared by 348 and when your Personal data is removed from the systems of 348 by 348.

348 is responsible for the collection and use of your Personal data and has set out the terms under which it collects and Processes your Personal data in this Privacy statement. This Privacy statement has been prepared with care. 348 Only collects and Processes your Personal data in accordance with this Privacy statement. 348 Ensures the collection and Processing of your Personal data in accordance with applicable laws and regulations.

This Privacy statement applies to all work performed by 348.

Contact details

348 Suites B.V.
Buitenhof 47
2513 AH The Hague

Phone number: +31 70 41 50 916
E-mail address: stay@348suites.com
Website: www.348suites.com

The Hague, 28 October 2022

1. Definitions

The words or phrases used in this Privacy statement have the following meaning:

- a. GDPR: 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).
- b. 348: Controller of the Personal data.
- c. Person concerned: The natural person to whom a Personal data relates.
- d. Personal data: Any information about an identified or identifiable natural person ("Person concerned") which Processes 348.
- e. Privacy statement: This Privacy statement.
- f. Website: The Website located at www.348suites.com.
- g. Process/Processing: An operation or a set of operations relating to Personal data or a set of Personal data, whether or not performed by automated processes, such as collecting, recording, organising, structuring, storing, updating or modifying, retrieving, consulting, using, provide by transmission, dissemination or otherwise make available, align or combine, block, erase or destroy Personal data.



2. Scope of Privacy statement

Unless otherwise agreed in writing, the provisions of this Privacy statement apply to any Processing of Personal data by 348.

348 Collects and Processes Personal data (for its own account or on behalf of our client) for the purpose of:

- i. the execution of agreements (rental agreements, contracts for services, employment contracts and other agreements) or reservations;
- ii. the handling of the information requested by you with regard to the services of 348 in every sense of the word; and
- iii. (improving) the Website as well as the services provided by 348.

348 Processes the Personal data only for the purposes referred to in article 2 and article 6.

3. Collection of Personal data

348 Collects Personal data in the following manner(s):

- a. when you have provided this Personal data to 348;
- b. when you contact us with a request for information about the services of 348;
- c. because they are generated through the use of the services or the 348 Website, including through cookies; or
- d. from third parties, such as clients in the context of agreements.

If you are obliged to provide certain information (for example to draw up a rental agreement), you will be informed about the possible consequences if this is not provided.

4. General obligations 348

348 Must ensure compliance with the conditions set for the Processing of Personal data under applicable privacy legislation such as the GDPR.

348 Only provides access to the Personal data to our employees or contractors to the extent necessary for the performance of our services.

5. Personal data that 348 Processes

348 Processes your Personal data because you use our services and/or because you have provided it to us yourself. Below you will find an overview of the Personal data that we Process:

- a. First and last name
- b. Gender
- c. Date of birth
- d. Birthplace
- e. Address data
- f. Phone number
- g. E-mail address
- h. Marital status
- i. Document number of your ID
- j. Income data



- k. Bank and giro account number
- l. Credit card information
- m. Day of departure and arrival
- n. Data with a view to the maintenance and repair of the rented immovable and movable property
- o. Data for the purpose of calculating and recording income and expenses, making payments and collecting receivables
- p. Information obtained through cookies, such as about surfing behaviour on the Website of 348
- q. Preferences for communication with 348
- r. Other data that you actively provide and/or are relevant in the context of the performance of our services

348 Does not process special and/or sensitive Personal data.

6. Purposes and bases for processing Personal data

348 Processes your Personal data on the basis of legal bases from the GDPR, including:

- i. permission from you;
- ii. performance of an agreement with you;
- iii. comply with a legal obligation; and
- iv. the legitimate interest of 348 or a third party.

348 Processes certain Personal data to pursue our legitimate interests. The legitimate interests of 348 include: (direct) marketing, advertising, research of own services, IT management and security, sharing with 348 affiliated parties for administrative purposes, for example.

348 Processes Personal data for the following purposes, based on the grounds stated therein:

Purpose	Basis
Providing services, including providing customer service or technical support and Processing requests related to these services.	Performance of the agreement
Improving the services offered, including through an analysis of their use.	Performance of the agreement
Entering into and maintaining a customer relationship, for example for sending informative messages about services or responding to questions and requests.	Performance of the agreement
To handle, manage and invoice orders.	Performance of the agreement
Sending a newsletter from 348.	Permission from you
Providing targeted advertising based on your interests, using cookies and similar technologies to collect the relevant information about you (see section 10 "Cookies, social media and third party internet sites and automated decision-making including profiling" for more information).	Permission from you



Purpose	Basis
Concluding, executing and terminating rental agreements and reservations.	Performance of the agreement
Some common areas of the properties of 348 are equipped with camera security to promote the safety of our guests, employees and belongings and to prevent theft and other irregularities.	Legitimate interest
In order to guarantee reservations via all channels (telephone, website or smartphone application, but not restricted to), we require a debit/credit card number, name on the card, card type (we accept VISA, American Express, MasterCard or Maestro) and the expiry date. Your debit/credit card details are only used to secure your booking and 348 will only debit the account if you do not follow our cancellation procedure. 348 Indemnifies itself against all data use on and reservations made via third party websites/agents. Please refer to their relevant privacy policy and terms and conditions. 348 Policy overrules the third party policy.	Performance of the agreement

7. Data Security

The security of your personal data is a priority for us. Your data that is stored with us is therefore protected by us with technical and organizational measures.

Technical security measures to protect your data are regularly checked and, if necessary, adapted to the latest state of the art.

Our employees are obliged to keep your data confidential.

These rules also apply to third-party service providers who Process and use data on our behalf and in accordance with our instructions.

8. Retention periods for Personal data

348 Determines the required retention period of Personal data on the basis of laws and regulations and any claim risks, based on the principle that 348 does not store the Personal data for longer than necessary.

348 Does not store your data for longer than is necessary to achieve the purposes stated in this Privacy statement.

- a. The retention period of our administration is 7 years, in accordance with the legal obligation. This includes the agreements concluded with you, and therefore also the Personal data and the term starts after the agreement has been terminated.
- b. When you send us an e-mail or ask a question via a contact form, the data you send us will be kept for as long as the nature of the form or the content of your e-mail require for the complete answering and Processing thereof.



- c. Data for marketing activities are kept for a maximum of 1 year after contact has been made in the context of offering products or services.

9. Disclosure of personal data to third parties and to 348 affiliated parties

348 Will not provide your Personal data to third parties unless:

- a. the Personal data is provided to a Processor (third party service providers) engaged by 348 for the purposes listed in this Privacy statement. These service providers perform certain services on behalf of 348, such as management services, IT services, legal assistance or payment services. 348 Concludes a (Processing) agreement with these service providers to ensure the same level of security and confidentiality of your data. 348 Remains responsible for such Processing; or
- b. 348 Is obliged by law to pass on Personal data to competent authorities.

10. Cookies, social media and third party internet sites

348 Uses so-called "cookies". A cookie is a small (text) file that is stored on your computer by your browser when you visit our Website. More information about this can be found in our [Cookie Statement](#).

348 Has an account on external platforms, such as Facebook, Instagram and LinkedIn. It is important to note that 348 has no influence on how these platforms handle Personal data. It is therefore advised not to share privacy-sensitive data via these platforms.

348 May include links to third-party internet sites. These third parties or others may collect information about you on these internet sites. 348 Is not responsible for the content of these internet sites and the actions of these third parties and others. 348 Recommends that you familiarize yourself with their policies regarding the Processing of Personal data.

11. Photography and film

No permission is needed to take photos or film at our properties. However, we do ask if photographing or filming other guests that you seek permission from them first. Verbal consent is solicited as a goodwill gesture.

On occasions we may commission crews to film or take photographs at our properties for promotional purposes. If you do not wish to be filmed or photographed, you are required to voluntarily leave the filming or photography area.

12. Automated decision-making

Automatic decisions are decisions about you that are made by computers, and not by humans (anymore).

348 Does not use fully automated decision-making including profiling.



13. Your rights

By contacting 348, you can exercise all of your rights under applicable privacy law, including (a) accessing your information, (b) rectifying your information, (c) deleting your information, (d) restricting the Processing of your data, (e) the right to data portability and (f) the right to object to a Processing.

- a. **Right of access**
You may ask 348 whether they Process your Personal data. If that is the case, you can inspect this data in the form of a copy.
- b. **Right to rectification**
You have the right to rectify your Personal data if it is inaccurate or incomplete. On request, 348 corrects incorrect Personal data and completes incomplete Personal data.
- c. **Right to delete**
You have the right to have your Personal data deleted. This means that 348 will then delete your data. The deleting of your Personal data only takes place in certain cases, which are prescribed by law and mentioned in Article 17 of the GDPR, for example when your Personal data is no longer necessary for the purposes for which it was originally Processed or when it has been unlawfully Processed. Due to the way in which 348 has set up certain services, it can take some time before backups are deleted.
- d. **Right to restriction of Processing**
You have the right to have the Processing of your Personal data restricted. This means that 348 suspends the Processing of your data for a certain period of time. Circumstances that may give rise to this include situations where the accuracy of your Personal data is contested, but 348 needs some time to verify its accuracy or inaccuracy. This right does not mean that 348 may not continue to store your Personal data. 348 will let you know when the restriction is lifted.
- e. **Right to data portability**
Your right to data portability means that you may request 348 to obtain your Personal data, where technically possible, in a structured, commonly used and machine-readable form and to transfer it to another controller. Upon request and if technically feasible, your Personal data will then be transferred directly by 348 to the other controller.
- f. **Right to object**
You have the right to object to the Processing of your Personal data. This means that you can ask 348 to stop Processing your Personal data. This only applies if 'legitimate interests' form the legal basis for the Processing (see Article 6 'Purposes and bases for the Processing of Personal data'). You can object to direct marketing at any time free of charge when your Personal data is Processed for this purpose. If you exercise this right, 348 will no longer Process your Personal data for these purposes.

You can withdraw your consent at any time by following the specific instructions related to the Processing for which you have consented.



14. Questions, comments or complaints

If you have any questions, comments or complaints about this Privacy statement, please contact 348 at stay@348suites.com or +31 70 41 50 916.

If your problem has not been resolved to your satisfaction, you have the right to file a complaint with the competent supervisory authority. In the Netherlands this is the Dutch Data Protection Authority. You can do this via the following link: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>.

15. Changes to this Privacy statement

The Privacy statement may be changed from time to time. We will not issue notice that this statement has changed. We therefore recommend that you consult this Privacy statement regularly.

The current Privacy statement was updated on 28 October 2022.