

## PRIVACY STATEMENT THE HORTUS – CLIENTS VENUE HIRE

The Hortus handles your personal data with the utmost care, as required by the applicable privacy laws. Below you will find our privacy statement.

### What data do we process?

We process the following personal data from clients who rent our locations (venue hire):

Name, address, phone number, e-mail address

### For what purposes do we use your data?

We use your personal data to:

- Respond to applications and maintain contact
- Create and send invoices
- Send customer satisfaction surveys
- Gain insight into the wishes of our clients to adapt our products and services
- Inform clients about similar offers

We will not process your personal data for any purposes other than those stated above, unless further processing of your personal data is reconcilable with the purposes for which these data were processed.

### Legal grounds for processing

#### Agreement

If you enter into an agreement with us, for instance by purchasing tickets or using our location through venue hire, we require certain information from you, such as your name, personal data, payment data and further information that is needed to fulfil the agreement.

#### Legitimate interests

We collect some data based on our legitimate interest, such as data about your visit to our website and your contact data, which can be used for customer satisfaction surveys. We feel that we are allowed to do this as our interests in doing so outweigh your interests in us not doing so.

You have the right to object to the processing of these data. To do so, please contact us at [privacy@dehortus.nl](mailto:privacy@dehortus.nl). After filing a request to cease the processing of your data, you may not be able to fully use our services anymore.

## Permission

In some instances, we will ask for your permission before processing your data. You will always retain the right to revoke your permission, in which case we will stop processing your personal data.

## Data retention period

We store your personal data no longer than is needed for processing. The most important periods are:

- Data that are stored to comply with tax laws are stored for the legally required duration of 7 years.
- Your data will not be stored when our contact or an option does not lead to an agreement.
- When renting a venue, your data will be stored for 5 years.

## Access and review data

You can file a request to access and review the data we have collected from you by contacting [privacy@dehortus.nl](mailto:privacy@dehortus.nl). Your request will be processed within 4 weeks after filing it. You will receive a confirmation and a response to your request.

To ensure that the request to access your data is filed by you, we ask you to send us a copy of your identity document along with your request. On this copy, cross out your photo, MRZ (machine readable zone, the bar with numbers on the bottom part of your passport), passport number and citizen service number (BSN) to protect your privacy. We will reply to your request as soon as possible, within 4 weeks at the latest.

## Security

Within our organization, several security measures have been taken to protect personal data against illegitimate processing.

## Where your personal data are processed

We process your personal data in the European Union / EEA. Your personal data will not be processed in or transferred to other countries without observing the appropriate safeguards to protect your data.

## Data processors & sub processors

The Hortus will only supply your personal data to third parties when needed in order to fulfil our agreement with you, or to comply with a legal obligation. All information on processing agreements between us and processors can be retrieved at all times. Some of the data processors we work with are the following:

- Microsoft Office – data processor & sub processor  
We use Microsoft Office for our email system, file storage and diaries. Through our email system, some of your personal data may end up in our Office software. We have a processing agreement with Microsoft.
- Google Analytics – data processor & sub processor  
We use Google Analytics to gain insight into the usage of our website and to optimise our website's user-friendliness. Data processing and the use of cookies are kept to a minimum, and a data processing agreement has been settled on. Data are processed anonymously and no data are shared with Google.
- Recreatex - data processor & sub processor  
We use Recreatex to process memberships of the Friends society, e-tickets and venue hire. We have a processing agreement with Gartner, the supplier.

### Right of complaint

Do you want to file a complaint about how we process your data? You can do so by following one or more of the steps mentioned below:

- Contact us: Together, we will try to come to a solution.
- File a complaint: You have the right to file a complaint at the Dutch Data Protection Authority (AP): <https://www.autoriteitpersoonsgegevens.nl/en>
- Request for mediation: You can ask the Dutch Data Protection Authority for mediation: <https://www.autoriteitpersoonsgegevens.nl/en>

### Contact info

If you have any questions regarding this privacy statement or our privacy policy, please contact us at:

Hortus Botanicus Amsterdam

Plantage Middenlaan 2A

1018 DD Amsterdam

Netherlands

+ 31 20 7025 401

[privacy@dehortus.nl](mailto:privacy@dehortus.nl)

### Alterations

Alterations to our privacy statement will be announced on this page. This privacy statement was last changed on April 4, 2018.