

Privacy Statement

Settle Service B.V. (hereafter called Settle Service) supports employees of companies and other organizations who move to the Netherlands. In doing so, it processes personal data. Settle Service processes personal data with due care and in accordance with the law. We would like to provide the following information about this.

1. Data Controller

Settle Service acts as an independent Data Controller and meets the corresponding obligations.

2. Personal data that might be processed:

Settle Service may process the following personal data:

- Name, address, place of residence, e-mail, telephone;
- Gender, nationality, place and date of birth, marital status, personal data of family members;
- Other information that is necessary in view of the services to be provided by us, such as the name of your employer, commencement of employment, relocating related dates, accommodation requirements, information about pets, statement of employer, salary information, bank account number, as well as necessary documentation.

If the services include (supporting) the making of applications for a work or residence permit, social security number, application of the 30% ruling, making an appointment with the public health service for doing a TB check, or opening a bank account, also the V-number and/or the BSN number might be processed. These numbers are only processed to the extent required by law for the relevant request or application.

3. How we obtain the personal data

We generally obtain your personal data from yourself and/or via your employer. In case a Relocation Management Company (RMC) is involved, we obtain your personal data from them and yourself.

4. The purpose and legal basis of the data processing

Settle Service processes personal data for the following purposes. The actual data processing depends on the programme agreed.

- Home search and entering into lease agreements;
- Support with moving;
- Support regarding import and export requirements;
- Finding schools for children;
- Arranging temporary facilities such as temporary housing facilities, transport, rental car;
- Arranging services and facilities such as utilities, internet, cleaning services, general practitioner, dentist;
- (Assisting in) making applications for a work or residence permit, a BSN (social security number) or for applying the 30% ruling;
- Making an appointment with the GGD for making a compulsory TB check;
- (Assisting in) opening of a bank account;
- The handling of complaints and disputes;
- Providing information to expats and employers and promotion of our services;
- Archiving purposes;

- Compliance with legal obligations.

In specific cases, for example if we need to process health data, we ask for your permission.

The legal basis for the processing is that the processing is necessary for the performance or the entering into of a contract between your (future) employer and you, for the compliance with legal obligations and for the representation of legitimate interests of your employer and the users of our services. These legitimate interests include the ability for us to offer our services and the ability for expats and their employers to use them.

4. Recipients of personal data

In principle, we only share your personal data with third parties if this is necessary for the performance of our services. In that context, for example, your personal data can be shared with:

- Real estate agents, landlords;
- Moving and transport companies, car rental companies;
- Schools;
- Relevant government agencies, such as IND, GGD, customs;
- New general practitioner, dentist, utility companies;
- Your employer;
- Other third parties involved in providing support and services during your relocation ;
- Other third parties, if Settle Service is obliged to do so on the basis of a legal obligation or court order.

5. Transfer of personal data outside the European Union

We will not transfer your personal data outside the European Union, unless this is necessary for the performance of our services, for example because we support you in moving to or from the country in question. In such cases - insofar as the country concerned does not have an adequate level of protection as referred to in Article 45 of GDPR - the transfer will take place on the basis of appropriate safeguards as referred to in Article 46 of GDPR, or in accordance with one of the conditions referred to in Article 49 of GDPR, if for example the transfer is necessary for an agreement between you and your employer, or for the performance of an agreement concluded in your interest between Settle Service and a third party, for example your employer, or because you have agreed to the transfer.

6. Retention of personal data

We do not store your data for longer than necessary for the purposes mentioned under 3. Any data will be deleted no later than 5 years after the end of our assignment, unless the data must be retained for a longer period in connection with a legal obligation.

7. Cookies

We use cookies that are technically necessary, for example to fill in the contact form. We use cookies from the Google Analytics program to use statistics to see how visitors use the website. This allows us to further improve the website. The click behavior is kept anonymous. We do not use tracking cookies. We have set the privacy settings at Google to EU Regulations (GDPR) as applicable as of May 25, 2018.

Our website contains several links to other websites. These place their own cookies. The buttons themselves do not place cookies.

You can disable or delete cookies in your own browser; you can often find them in the (advanced)

settings for content and options that deal with privacy. You can read how to do this in the help function of your browser. If you disable cookies for our website, some features on the site may no longer be available. But as far as we know, you can continue to use the website properly.

8. Your rights

You have the right to request Settle Service access your personal data. If the information is incorrect, incomplete or irrelevant, you have the right to request rectification. You also have the right to object to the processing and to request Settle Service to delete the data. This will be done within the legal conditions that are set.

Insofar as the processing is based on your consent, you have the right to withdraw the permission at any time. Withdrawal does not affect the lawfulness of the processing on the basis of the consent before it is withdrawn.

If you wish to make use of your aforementioned rights, please contact Settle Service by letter or e-mail using the contact details provided below. Settle Service makes a decision on your request within four weeks.

You also have the right to lodge a complaint with the supervisory authority. The competent supervisory authority is the Dutch Data Protection Authority (www.autoriteitpersoonsgegevens.nl).

9. Contact

For questions or comments about the processing of your personal data, and to use your above mentioned rights, please contact our privacy coordinator via: privacy@settleservice.com