

Privacy statement Ardoer B.V.

Ardoer B.V., located on Groeseelsstraat 27, 4817 MV, Breda, in Breda, is responsible for processing personal data as shown in this privacy policy.

Contact information:

Ardoer B.V.
www.ardoer.com/en/
Groeseelsstraat 27
4817 MV Breda

Martijn Hamelink is the Data Protection Officer for Ardoer. He/she can be reached via info@ardoer.com.

Personal data processed by us

Ardoer BV processes your personal data because you make use of our website or because you have provided data to campsites affiliated with us. This happens because all affiliated campsites process their reservations in one central system in order to work more efficiently. We also place great importance on your experiences at the affiliated campsites. For this reason, we will send you a survey after your stay at the campsite to assess your visit. Below is an overview of the personal data we process:

- First name and surname
- Gender
- Date of birth
- Address information
- Telephone number
- Email address

In order to improve the quality of the website and make it more user-friendly, we use a number of analysis tools, such as Google Analytics. For the purpose of this analysis we record the following information when you visit our website:

- IP address
- Location information
- Data about your activities on our website
- Internet browser and type of device

Finally, we offer the possibility to visit all of the Ardoer sites via MijnOmgeving (MyEnvironment), via an individual site. Here you can also create your profile, so that we can tailor the offers to suit your needs even better:

For what purpose and on what basis do we process personal data

Ardoer BV processes your personal data. We do this mainly to make the process of your booking at the campsite as efficient as possible. The affiliated campsites use joint Ardoer systems for the following purposes:

- Handling your payment for a stay at a campsite
- Sending our newsletter
- To call or email you if this is necessary for your visit to the campsite
- To give you the option of creating an account

- Make it possible to evaluate your stay at the campsite. This means that the quality of the services provided by the affiliated campsites can be further increased. Also, with your explicit consent, your assessment can be shown on our website to inform new guests.

In these cases, it is NOT possible for individual campsites to view details of guests from other campsites.

To optimise our website, in order to increase the user-friendliness, we also register data when you visit our website. This analyses, among other things, but not exclusively, where our website may be unclear to visitors, or leads to drops.

How long do we store personal data

Ardoer does not store your personal data any longer than strictly necessary to realise the purpose for which your data is collected. We use the following retention period for the following (categories) of personal data:

- Personal data (name and address) 4 years
- Data regarding visit to website 4 years

Sharing personal data with third parties

Ardoer will not sell your information to third parties and will only provide it if this is necessary for the execution of our agreement with you or to comply with a legal obligation. We set up a processor agreement with companies that process your data on our behalf, to ensure the same level of security and confidentiality of your data. Ardoer remains responsible for these processing operations.

Cookies, or similar technologies, that we use Ardoer uses functional, analytical and tracking cookies. A cookie is a small text file that is stored in the browser of your computer, tablet or smartphone when you first visit this website. Ardoer uses cookies with a purely technical functionality. These ensure that the website works properly and that, for example, your preferred settings are remembered. These cookies are also used to make the website work well and to be able to optimise it. In addition, we place cookies that keep track of your browsing habits so that we can offer customised content and advertisements. On your first visit to our website, we informed you about these cookies and asked you for permission to place them. You can opt out of cookies by setting your internet browser so that it does not store cookies anymore. In addition, you can also delete all information previously saved via the settings of your browser.

Cookies are also placed on this website by third parties. These are, for example, advertisers and/or social media companies.

Cookie: Googly Analytics

Name: utma

Function: analytical cookie that measures visits to website

Retention period: 2 years

View, modify or delete data

You have the right to view, modify or delete your personal data. You also have the right to withdraw your consent to the data processing or to object to Ardoer processing your personal data and you have the right to data portability. This means that you can submit a request to us to send the personal information we have from you in a computer file to you or to another organisation specified by you. You can send a request for access, correction, deletion, data transfer of your personal data or request to cancel your consent or objection to your personal data being processed, to info@ardoer.com.

To ensure that the request for access has been made by you, we ask you to send a copy of your ID along with the request. In this copy, black out your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and Social Security Number ('Burgerservicenummer'; BSN). This is to protect your privacy. We respond to your request as quickly as possible, but at least within four weeks, Ardoer also wants to point out that you have the ability to file a complaint with the national supervisory authority, the Dutch Data Protection Authority. This can be done through the following link: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>

How do we secure personal data

Ardoer takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorised access, unwanted disclosure and unauthorised modification. The website is thus secured with a https certificate. If you feel that your data is not properly secured or there are indications of abuse, please contact us at info@ardoer.com.