

Privacy statement – Lefier (English)

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Privacy at Lefier

Protecting your privacy is important to us. We handle your data with care and take appropriate measures to protect it. We need your personal data to be able to assist you properly as a tenant. In this privacy statement, we explain what data we need and what we use it for. We also explain the GDPR rights you can exercise with us and where you can go to do so.

Who is the data controller?

In most cases, Lefier is responsible for processing your personal data. This means that we are the data controller and determine why and how we use your data.

Housing distributors

Lefier works together with other housing associations in various regions to rent out homes. Would you like to know how we use your data in that situation? Then take a look at:

- [Groninger Huurt](#): For homes located in the Groningen region, Midden-Groningen, and the municipality of Stadskanaal.
- [Thuis Kompas](#): For homes located in the Emmen and Borger-Odoorn region.

Which personal data do we use?

To determine whether you can rent a property from us, we ask you to provide the following information:

- Name and contact details;
- Information about residents;
- Extract from the Personal Records Database from the Dutch government (BRP);
- Date of birth;
- Payment details (such as bank account number);
- Income details (payslip, annual statement);
- Landlord's statement;
- Urgency statement.

The information mentioned above is necessary to assess whether you can rent a property from us and to be able to allocate our properties appropriately. In some cases, we request additional information about your current income to ensure that we allocate the right property to you.

Real estate agency: Lefier Makelaardij

Lefier Makelaardij rents out various properties, such as buildings for healthcare organizations and commercial real estate properties such as parking spaces and garage boxes. In these cases, Lefier collects the following company and personal information:

- Contact details;
- Income data/financial data;
- Bank account number.

Lefier also rents out student complexes. In that case, we may request additional information. This allows you to demonstrate that you are currently studying at an educational institution.

After housing allocation

Are you going to rent a home from us? Then we will process additional information about you and related to your home. We do this in order to fulfill our agreements and to properly perform our duties as a housing association. We will use the following personal data:

- Your name and contact details (such as address, date of birth, email address, and telephone number);
- Details about your rental agreement (such as customer and contract number);
- The condition report for the property you wish to rent from us;
- Data and Log data generated when you submit a request via MijnLefier (such as case number, time, and date);
- Information about nuisance or quality of life, for example if there is undesirable behavior in or around the property;
- Payment details, such as your payment history (bank account, credit card number) and payment agreements;
- Income details (such as an income indication from the tax authorities), which we use for the annual rent increase.

[Here](#) are the other purposes for which we process personal data.

After termination of your contract

- Name and contact details;
- Condition report.

We may ask for your permission to pass on your phone number/email address to the next tenant so that you can arrange the handover of items with our new tenant.

Have you terminated your rental agreement with us? In most cases, we will retain your personal data for five years. After that, we will destroy or anonymize your personal data. Would you like to know more about how long we will retain your personal data? Click [here](#) to go to the section about our retention periods.

What do we use your data for?

- To rent you a property and properly execute the rental agreement;
- This includes collecting rent, carrying out repairs, handling complaints, processing applications, contacting you, and updating your data.
- To conclude and execute a purchase, for example, if you buy a home or real estate.
- To assist you through our customer service;
- For the management, maintenance, and repair of your home, for example, in the event of sustainability measures or demolition.
- To improve our services;
- For training our KCC: We record our conversations so we can hear whether we help you correctly. This helps us to improve and develop our service.
- For internal and external audits;
- To address and handle reports of nuisance or quality of life issues;
- Collaboration with social partners;
- To implement second chance policies and housing opportunities;
- To assign energy labels to homes;
- To provide support in the event of compensation for earthquake damage;
- For customer surveys, so that we can improve our services;
- For data analysis and management reports;
- For procurement, tenders, and supplier management;
- For sending newsletters and other communications;
- To comply with legal obligations that apply to us as a housing association;
- Safety: If you use intimidation, aggression, or violence against one of our colleagues/visitors or others, we may store information about this. If necessary, we may use this information to issue a warning or impose a ban on visiting or calling. If we are still investigating whether undesirable behavior has occurred, we may inform our (chain)

partners about this. In this way, we also ensure the safety of partners who work in behalve of Lefier.

- For Early detection (Vroegsignalering) and the Provision Guide (VoorzieningerWijzer):
 - o Early detection: this gives the municipality insight into who needs help with payment arrears. Sharing data with the municipality is a legal obligation. You will always be given the opportunity to indicate that your data should not be forwarded;
 - o Provision Guide: The Provision Guide is a tool that gives tenants insight into possible provisions such as allowances from the Dutch government.
- To process your GDPR request.

Organization with whom we share personal data?

Organizations with whom we share data

It is sometimes necessary to share data with suppliers and partners so that we can properly perform our duties as a housing association. We ensure that we only share data when necessary. We make agreements with our suppliers to ensure that they also handle your personal data with care. We share personal data with the following (categories of) recipients:

- **Contractors and installation partners:** Partners involved in maintaining rental properties and other installations such as central heating boilers.
- **Heat suppliers**
- **Emergency services:** regarding repairs outside office hours.
- **Municipalities:** We work together with municipalities and social partners. We do this because we are obliged to contribute to the quality of life in the neighborhood.
- **Healthcare providers:** in some cases, we share information with healthcare providers, for example if we suspect that someone needs help.
- **Police:** In the event of (suspected) crimes and fraud, we may report this to the police.
- **Rent tribunal (Huurcommissie), court, lawyers.**
- **Administrators, debt counselors, collection agencies, bailiffs:**
- **Tenants' associations and tenants' committees;**
- **Other government agencies:** sometimes government agencies request information from us for the settlement of earthquake damage and support; examples include the National Coordinator for Groningen and Mining Damage Institute (IMG).
- **Energy and heat suppliers;**
- **Notaries;**
- **Customer and market research agencies;**
- **Fire safety research agencies;**
- **Partners who assist us with demolition projects and, for example, with mapping energy labels.**

Camera surveillance

Cameras are installed in some Lefier buildings and parking garages. We use these cameras to improve safety, protect residents and their property, protect Lefier's property, and prevent nuisance, crime, and vandalism. We always announce when we are using cameras, for example with a sticker, information board, or QR code. We handle the camera images with care and apply retention periods for 4 weeks.

How long do we retain your data?

Lefier has a retention policy. This policy specifies how long we retain your data and when we delete it. Sometimes there is a legal retention period that we must comply with, in other cases

we determine our own retention period. In that case, we will not retain your personal data for longer than is necessary. Below you will find an overview of the retention periods that apply to the processing of your personal data.

- Income data (max. 2 years after allocation);
- Rental agreement data: 5 years after termination of the rental agreement;
- Complaints from residents: 5 years after termination of the rental agreement;
- Data on quality of life: 5 years after termination of the rental agreement.

After the retention period has expired, we destroy or anonymize your data.

Processing within and outside the European Union

Lefier's starting point is to process personal data within the European Economic Area. We make strict agreements with our suppliers about this. If we do process data outside the European Economic Area (EEA), we will mention this here. We will also inform you about the (security) measures we have taken to ensure that your data is secure.

Automated decision-making

Lefier does not use automated decision-making, including profiling within the meaning of Article 22(1) and (4) of the GDPR.

Information security

Lefier ensures that your data is secure, both in our own IT environment and at our suppliers. For example, colleagues receive training in privacy and information security, and we make agreements with our suppliers. We also check the suppliers we engage to help us. Furthermore, we ensure that colleagues can log in securely and cannot see more than is necessary to do their work and help you.

Your GDPR rights

You have the right to:

- view your personal data. To do so, you must submit a 'request for access'.
- have your personal data corrected or deleted if it is incorrect;
- ask us to stop using your personal data;
- ask us to use less of your personal data;
- withdraw the consent you previously gave to use your personal data.

Special conditions often apply to these rights. Each case is different. If you ask us something about your privacy rights, we will let you know as soon as possible what we will do with your request. In any case, you will receive a response within one month of us receiving your request. We may extend this period by two months if your request is complex. For example, because you have many questions and we need to investigate further. We will notify you if this is the case.

Would you like to exercise one of your GDPR rights? Please go to our [contact form](#) on our website. By logging in to MyLefier, you can also view and change your data.

If you have any questions, please contact privacy@lefier.nl or send a letter to Postbus 2102 7801 CC Emmen. To process your request, we need to verify your identity.

Data Protection Officer

Lefier has voluntarily appointed a Data Protection Officer. Our DPO is registered with the Dutch Data Protection Authority. You can contact the DPO at fg@lefier.nl.

Dutch data Protection Authority

Do you have complaints about how Lefier handles your personal data and are you unable to resolve them with Lefier? Then you always have the right to submit a complaint to the Dutch Data Protection Authority.

This privacy statement is subject to change.

Lefier may amend this privacy statement. Please check these pages from time to time for any updates.

This privacy statement was last updated on the 19th of January 2026.