

De Plesman is responsible for the processing of your personal data. We collect your data to manage your reservations, contact you, process payments, and make your stay as comfortable as possible. For more detailed information, please refer to the full privacy statement below.

Who are we?

Expl De Plesman B.V, hereinafter referred to as 'De Plesman', located at Plesmanweg 607, 2579 JG, The Hague, is responsible for the processing of your personal data. For questions regarding this privacy statement, you can contact us via privacy@deplesman.com or by phone at **+31(0)70 2076900**.

What personal data do we collect and why?

We collect different types of data for specific purposes:

Identification data: such as your name, date of birth, and contact details (phone number, address, and email address).

Purpose: To manage your reservation, check you in, and provide you with the requested services. Additionally, we are legally required to identify you using an ID card or passport.

Legal basis: Performance of the contract and legal obligation (art. 438 Dutch Criminal Code).

Financial data: such as your credit card details or bank account information.

Purpose: To process payments for your stay and other services.

Legal basis: Performance of the contract.

Booking data: such as your arrival and departure dates, number of guests, room preferences, and special requests.

Purpose: To make your stay as comfortable as possible.

Legal basis: Performance of the contract.

Marketing data: such as your preferences for newsletters or special offers.

Purpose: To inform you about our services and offers.

Legal basis: Your consent or legitimate interest if you have used our services. You have the option to indicate during the booking process whether you would like to receive marketing communications from us or not. Additionally, each newsletter we send includes a link that allows you to easily unsubscribe from future emails. If you wish to unsubscribe from our newsletters at any time, you can do so by clicking the unsubscribe link provided in each newsletter, or by contacting us at privacy@deplesman.com.

Security data: such as footage from security cameras in and around de Plesman and data from digital access passes.

Purpose: For the safety of our guests, employees, and property.

Legal basis: Legitimate interest in protecting property.

Vehicle registration data: such as the license plate number of your vehicle

Purpose: To manage parking facilities and ensure the safety of our guests and property.

Legal basis: Legitimate interest (facilitating parking facilities and property protection).

Health data: such as information about allergies and disabilities.

Purpose: To better serve you by accommodating your specific needs during your stay (e.g., accessible rooms, dietary requirements).

Legal basis: Your explicit consent (health data is considered sensitive personal data under the GDPR, and processing is only permitted with your explicit consent).

Additional Collection of Personal Data: In addition to the previously mentioned personal data, we collect a copy of a valid identification document (passport, identity card) when renting out rooms.

Note: Before sending the copy of the identification document, remove the passport photo and the BSN number. This can be done using the KopieID app.

Purpose: Identification for the execution of the agreement.

Legal Basis: Execution of the agreement.

How do we obtain your data?

We obtain your personal data in various ways:

Directly from you: You provide us with your data, for example, when you make a request, fill out forms, or otherwise contact us directly.

From third parties: We may also receive data from third parties, such as booking organizations, employers, or travel agencies with whom we cooperate to provide a specific service.

We always process your data in accordance with applicable law and ensure that your privacy is protected.

With whom do we share your data?

We share your personal data with the following parties:

Service providers: such as booking platforms, employers, travel agencies, and payment processors.

Government authorities: if we are legally obliged to provide your data, for example, to the police, mayor, or tax authorities.

How long do we retain your data?

We do not retain your personal data longer than necessary for the purposes for which it was collected:

Identification and booking data: 7 years after your last stay in accordance with legal obligations.

Financial data: 7 years in compliance with the fiscal retention obligation.

Marketing data: Until you withdraw your consent.

Security data: 14 days unless a longer retention period is required for an investigation.

International Transfers

It may occur that personal data is transferred to countries outside the European Economic Area (EEA). This can happen if you make a booking with us from a country outside the EEA. Another party, such as your employer, may also make a booking on your behalf. The legal basis for the transfer of your personal data is the contract between you and us or between the third party making the booking on your behalf and us.

Your rights

You have the following rights concerning your personal data:

Right of access: You can request information on the personal data we process about you.

Right to rectification: You can have incorrect or incomplete data corrected.

Right to erasure: You can request the deletion of your data.

Right to restrict processing: You can request that we limit the processing of your data.

Right to data portability: You can receive your data in a structured, commonly used, and machine-readable format and transfer it to another data controller.

Right to object: You can object to the processing of your data, for example, for marketing purposes.

Right to withdraw consent: If processing is based on your consent, you can withdraw this consent at any time.

Right to file a complaint with the Data Protection Authority regarding the processing of your personal data.

You can exercise your rights by contacting us via privacy@deplesman.com. We will respond to your request within one month.

Use of cookies and similar technologies

Our website uses cookies and similar technologies to enhance your experience, collect statistics, and deliver personalized content. You can manage your cookie preferences through your browser settings.

Changes to this privacy statement

We reserve the right to change this privacy statement. Substantial or material changes, such as changes in the purposes of processing, the identity of the data controller, or how you can exercise your rights, will always be communicated to you in a timely manner. This can be done via email, a pop-up on our website, or another method that ensures that the changes are effectively brought to your attention.

We ensure that the information is clear, understandable, and accessible. For less significant changes, such as spelling corrections, we will notify you in a manner appropriate to the nature of the change.