

Privacy Policy

This website is operated by Verusvicus Franchise B.V. (hereinafter “RE/MAX Netherlands” or “we”). This privacy policy describes how we collect and process your personal data acting as the data controller in connection with this website.

1. Your personal data

We will collect information about the pages that you visit on this website, the date and time of your visit, your IP address, your web browser, and the website (URL) that you visited before accessing this website, certain cookies (see Section 2.1 below), and any information that you submit to us using the contact form on the website.

If you send us a message using the contact form, we will collect the information that you provide in the contact form. If you subscribe to our newsletter, we will collect and process your email address.

When you register on My RE/MAX, you will be asked to provide your name, email address, and a password in order to set up your account. Alternatively, you may sign up via Facebook, Google, or Twitter in which case the same information will be obtained from your respective social media account. There is no obligation to provide this information but if you do not, you will not be able to complete your registration.

Once registered, you will be able to voluntarily provide the following additional information: gender, date of birth, a phone number, and your sharing preferences (see Section 5 below concerning data sharing).

Moreover, we will store information about the date of your registration on My RE/MAX, the date of your last login, the properties that you were interested in and viewed in your web browser (“Recently Viewed Properties”) as well as search filter settings that you save (“Saved Searches”) and properties for which you clicked on a “like” button (“Favorites”).

2. Cookies, Google Analytics, Facebook and AddThis plugins

2.1. Cookies

This website uses so-called cookies. A cookie is a small file that may be installed on your computer when you visit a website. Cookies are generally used to provide site visitors with additional functionality within the site. They may for example be created to keep track of your visit and support your navigation on the website, help you resume where you left off and/or remember your preferences and settings when you visit the website again. Cookies cannot access, read or modify any other data on your computer.

Most of the cookies used on this website are so-called session cookies. They are automatically deleted once you leave the website. On the other hand, persistent cookies remain on your computer until you delete them in your browser. We use persistent cookies to recognize you when you visit this website the next time.

If you want to control the cookies installed on your computer, you can modify your browser settings so that it notifies you when a website wants to install a cookie or you can block cookies altogether. You can also delete cookies that have already been installed on your computer. Refer to the 'Help' function within your browser for more information on how to perform these steps.

Please note, however, that disabling cookies might affect your online experience and/or prevent you from taking full advantage of our website.

2.2. Google Analytics

This website uses Google Analytics, a web analytics service provided by Google, Inc., 1600 Amphitheatre Parkway Mountain View, CA 94043, USA (“Google”). Google Analytics uses cookies to help us analyze how you use this website. The information generated by the cookie about your use of the website will be transmitted to and stored by Google on servers in the United States. If this website anonymizes IP addresses, your IP address will be truncated by Google within a EU member state or other EEA state before being transmitted to the US. Only in exceptional situations will your full IP address be transmitted to Google servers in the United States

and truncated there. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google will not associate your IP address with any other data held by Google. You can prevent Google from collecting information (including your IP address) via cookies and processing this information by downloading this browser plugin and installing it: <http://tools.google.com/dlpage/gaoptout>

Further information concerning the terms and conditions of use and data privacy can be found at the [Google Analytics Terms of Service](#) or at the [Google Analytics Privacy Overview](#). Please note that on this website, Google Analytics is supplemented by "gat.anonymizeIp();" to ensure anonymized collection of IP addresses (IP masking).

2.3. Facebook plugins (Like-button)

Our pages integrate plugins of the social network Facebook operated by Facebook Inc., 1601 Willow Road, Menlo Park, California, 94025, USA. The Facebook plugins are characterized by the Facebook logo or the "Like-Button" ("Like") on our website. You can find an overview of Facebook-plugins here: <http://developers.facebook.com/docs/plugins/>.

When you visit our pages, the plugin establishes a connection between your browser and the Facebook server. Facebook thereby obtains the information that you have visited our website using your IP address. If you click on the Facebook "Like" button while you are logged into your Facebook account, you can link the content of our pages on your Facebook profile. Thereby Facebook can correlate your visit of our site with your user account. We point out that we as the provider of this website have no knowledge of the content of the transmitted data or how Facebook uses it. For more information, please refer to the privacy statement of Facebook under <http://de-de.facebook.com/policy.php>.

2.4. AddThis plugin

Our website also uses a social bookmarking plugin called "AddThis" which is provided by the Oracle Corporation, 500 Oracle Parkway, Redwood Shores, CA 94065 ("Oracle"). Through AddThis, Oracle also provides web analytics services to us. AddThis uses cookies to implement the described functionality. Oracle collects data such as your IP address or your behavior on our website to evaluate your use of our website and compile anonymized reports on website activity. This information will be used by Oracle for the purpose of serving you with targeted advertising. Oracle may transfer the collected information to their servers or third parties outside of the EU/EEA.

Further details on the categories of collected data and the its processing are available at <http://www.addthis.com/privacy/privacy-policy>.

You may object to the collection of data by Oracle by following the instructions at <http://www.youronlinechoices.eu/>.

3. Purposes for which we use your data

We will use your personal data to provide this website including My RE/MAX to you, to generate usage statistics, to improve and further develop this website including My RE/MAX, to provide real estate services to you, to respond to your requests and messages, to send you our newsletter if you have subscribed to it, to contact you about properties that may interest you, and to analyze your data in aggregate form for business intelligence purposes.

4. Legal basis for the processing

If you do not register on My RE/MAX, the legal basis for the processing of your data will be our prevailing legitimate interest (as of May 25, 2018, pursuant to Article 6(1)(f) EU General Data Protection Regulation).

If you register on My RE/MAX, the legal basis for the processing of your data will be your consent (as of May 25, 2018, pursuant to Article 6(1)(a) EU General Data Protection Regulation). You may withdraw your consent at any time by deleting your account. However, doing so would not affect the lawfulness of the processing of your data based on the consent before its withdrawal.

5. Disclosures and data transfers

If you have registered on My RE/MAX and have accepted to connect with one or more of our agents on My RE/MAX, you will have a preferred agent (“Preferred Agent”). If you have connected with multiple agents, you can select which one should be your Preferred Agent.

Using the sharing preferences* in your My RE/MAX profile, you can decide whether to share your Recently Viewed Properties, your Saved Searches, and/or your Favorites with your Preferred Agent. All other data set out in Section 1 above will, in any case, be shared with your Preferred Agent for the purposes set out under Section 2 above.

Please note that agents are not our employees but the employees or independent contractors of independently owned and operated franchised real estate offices.

We will further transfer your personal data to our IT service providers including in particular GryphTech Inc., 2595 Skymark Avenue, Suite 206, Mississauga, Ontario Canada, L4W 4L5. As per European Commission decision 2002/2/EC, Canada provides an adequate level of data protection.

6. Retention periods

If you do not register on My RE/MAX, we will retain your data for no longer than six months. Notwithstanding the above, if you have subscribed to our newsletter, we will retain your email address until you unsubscribe from our newsletter.

If you have registered on My RE/MAX, we will retain your data for as long as your account exists and thereafter only for as long as there are any legal obligations to retain your data.

7. Your rights and remedies

Under applicable data protection law, you have the rights (i) to check whether and what kind of personal data we hold about you and to access or to request copies of such data, (ii) to request correction, supplementation or deletion of personal data about you that is inaccurate or processed in non-compliance with applicable requirements, (iii) to request that we restrict the collection, processing or use of personal data about you, (iv) in certain circumstances, to object for legitimate reasons to the processing of your personal data, (v) to the extent that your data is processed on the basis of your consent, to request data portability, (vi) to know the identities of third parties to which your personal data are transferred and (vii) to provide instructions on how your data must be handled after your death when relevant. In case of any complaints, you also have the right to lodge a complaint with the competent data protection authority.

8. Contacting us

You can contact us at:

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