



Why do we collect data?

B&B Buggenum Palace requests and processes - with every booking - full personal data of guests for the administration. This is necessary for the execution of the residence agreement, We notify our guests of this condition in advance. You can find this text in our “voorwaarden en prijs page” on our website buggenumpalace.nl. And we report it in our email to you. On the page “voorwaarden en prijs” we start our text with the info: “By booking you indicate that you have read our prices and conditions and agree to all our conditions. With regard to your personal details, we need your permission to register your personal details. By booking with us you have accepted our terms and conditions and given your consent. By personal data we mean: Your full first name and last name, your address with zip code, your place of residence, your telephone number and your email address. We also make a safe copy of your ID with the official Kopie App of the Dutch government. May we ask for your personal details? Yes. In the Hotel/BB industry this is allowed, it is even mandatory. You can watch this Dutch movie from the Ministry of Internal Affairs about making a copy of your ID. Click this [link](#). It is confirmed that our industry is allowed to register your ID. In case a guest refuses to provide full personal details, we reserve the right to refuse or cancel the booking at any time. In case of culpable behavior, refund of the booking will lapse.

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-- The AVG rules and (dutch GDPR) bases on which we rely are:

1. It is necessary to process data because we are legally obliged to do so as a hotel-b&b. For example, we share your name and place of residence with the municipality when we declare the Tourist Tax to be paid.
2. It is necessary to process more extensive data to protect your vital interests. As a guest you stay with us and during that period you can unexpectedly become unwell. In order to protect your vital interests, we must have access to your complete personal details. So that we can act, contact doctors or relatives. We therefore cannot allow anonymity. Het is noodzakelijk om gegevens te verwerken om onze eigen gerechtvaardigde belangen te behartigen. Als gast verblijft u in ons privé domein, betreedt u onze huiskamer en andere vertrekken. Het is ons recht te weten wie in ons huis verblijft. Voor onze eigen veiligheid en zekerheid. Wij kunnen daarom anonimiteit niet toestaan.
3. It is necessary to process data to be able to create invoices for guests and to carry out our administration professionally.

What is the retention time?

B&B Buggenum Palace does not store your personal data longer than is strictly necessary to realize the booking/reservation, for which your data is registered. Your data will not be kept for longer than one year if no agreement is concluded with you. If you have come to an agreement with us now or in the past, your data will be stored for a maximum of 7 years. Such as, among other things, the invoicing and the data included in booking overviews that we are obliged to keep in accordance with the statutory retention obligation.

Google Analytics, website and Social Media

B&B Buggenum Palace does not work with Google Analytics, does not store browser data, does not work with cookies and does not monitor your behavior on our website. We run a Facebook page where guests can check in of their own free will, where guests can post photos and comments themselves. The messages we post about guests or events are discussed in advance and are only posted or shared with the (verbal or written) permission of those involved.

B&B Buggenum Palace takes the protection of your data seriously. Your data is used in a secure environment. The Buggenum Palace website is provided with a reliable SSL Certificate to ensure that your personal data does not fall into the wrong hands. You can check this, see the lock in the URL. If you have the impression that your data is not properly secured or there are indications of misuse, or if you would like more information about the security of personal data registered by Buggenum Palace, please contact us. We hope for your trust. Questions or remarks?

Mail to buggenumpalace@gmail.com or call T 0031 (0) 613266308.
Contact person: Yvonne van Rijswijk, owner and hostess.