

PRIVACY POLICY

Maison Collective | Real Estate | English translation of the final Dutch version - October 2026

Maison Collective attaches great importance to protecting personal data. This Privacy Policy explains in practical terms which personal data we process, for what purposes and on which legal grounds, from whom we receive information, with whom we share it, how long we retain it and what rights you have.

1. Who is responsible for your personal data?

Maison Collective | Real Estate is the data controller for personal data processed as part of its services.

Maison Collective | Real Estate

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Telephone: +31 6 21 21 73 16

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2. Whose personal data do we process?

This Privacy Policy applies to personal data relating to, among others:

- prospective clients and individuals submitting an enquiry or participating in an intake;
- clients and co-applicants;
- guarantors, insofar as their details are needed for a rental application;
- contacts at employers or businesses where verification is necessary;
- other individuals whose data lawfully forms part of a rental search or application file.

3. Which personal data do we process?

Depending on your circumstances and the stage of the rental search, Maison Collective processes the following categories of personal data:

- identification and contact details, including name, address, place of residence, email address, telephone number, date of birth and nationality;
- information about your household, current housing situation, housing requirements and search profile;
- information about employment, studies, business activities, income, assets and financial capacity;
- employer details and verification information;
- rental application documents, including employment contracts, employer's statements, payslips, proof of income or assets and, where necessary, a copy of an identity document;
- information about a guarantor where a guarantee forms part of the rental application;
- information about viewings, property preferences, rental applications, rental offers, approvals and the conclusion of tenancy agreements;
- correspondence by email, telephone and WhatsApp;
- invoices, payment information and accounting records;
- technical website information insofar as it is processed through maisoncollective.nl.

Maison Collective does not process more personal data than is reasonably necessary for the relevant purpose.

4. Purposes and legal bases

Maison Collective links each processing activity to a specific purpose and a valid legal basis under the General Data Protection Regulation (GDPR).

Responding to an enquiry, conducting an intake and assessing whether Maison Collective can accept an engagement. Necessary to take steps at the data subject's request before entering into a contract.

Preparing a search profile, searching for and selecting properties, arranging viewings and performing the rental search service. Performance of a contract.

Reviewing and preparing a rental application file and providing necessary information to a landlord or their representative. Performance of a contract and, where appropriate, steps taken before entering into, or necessary for, the intended tenancy agreement.

Submitting a rental application or rental offer following explicit approval and communicating about it. Performance of the contract with Maison Collective and the instructions/limited authority granted by the client.

Invoicing, bookkeeping and tax administration. Performance of a contract and compliance with legal obligations.

Keeping a limited evidence file, handling complaints or disputes and protecting legal positions. Legitimate interests, provided these are not overridden by the interests or fundamental rights of the individuals concerned.

Protecting systems and business operations. Legitimate interests in safe and reliable business operations.

Processing activities for which the law requires consent. Consent. Consent may be withdrawn without affecting the lawfulness of processing carried out before its withdrawal.

5. From whom do we receive personal data?

Maison Collective primarily receives personal data directly from you, for example through a contact enquiry, intake, Application Form, document upload, email, WhatsApp or during the rental search.

Where necessary for the services, Maison Collective may also receive data from a co-applicant, guarantor, employer or their contact person, landlord, letting agent, property manager or another party directly involved in a rental application. Where information does not come directly from you, Maison Collective uses it only for the purpose for which it was received in connection with the rental search.

6. Applicant files and sharing information with third parties

For a rental application, Maison Collective only shares the data and documents reasonably necessary with parties directly involved in the rental process, such as landlords, letting agents, property managers and landlord representatives.

For its business operations, Maison Collective also uses service providers for email, cloud storage, communications, hosting and bookkeeping. At present these include Microsoft 365 / Outlook / OneDrive / SharePoint, WhatsApp Business, Hostnet and e-Boekhouden.nl. A CRM system will only be added to this policy and the internal processing register once it is actually put into use.

Maison Collective does not sell personal data.

7. Identity, income and financial documents

Rental application, income and identity documents are processed only where necessary to assess or submit an application for a particular rental property. Sensitive documents are submitted and stored through the secure

channel designated by Maison Collective, in principle the OneDrive/SharePoint environment set up for that purpose. Maison Collective does not ask clients to send these documents through ordinary email or WhatsApp.

A Dutch citizen service number (BSN) is not recorded as a separate data item and is not retained unless necessary. Where an identity document is required for an application, individuals are asked, wherever possible, to obscure the BSN and other unnecessary information before sharing the document.

Maison Collective does not use sensitive rental application documents for purposes other than those for which they were collected.

8. Retention periods

Maison Collective applies retention periods to each category of information according to the purpose of processing:

Enquiries that do not lead to an engagement. No longer than is necessary to follow up the enquiry; afterwards the information is deleted or minimised, unless there is a specific reason for longer retention.

Business and tax records. Generally seven years, insofar as the statutory tax retention obligation applies.

Contractual and legal evidence files. Only relevant documents are retained for as long as there is a specific legitimate administrative or legal need. When that need ends, the data is deleted or minimised.

Sensitive rental application documents. Deleted after the rental search is completed, as soon as they are no longer necessary. Maison Collective does not automatically retain these documents as part of a permanent client file.

Information relating to an actual or reasonably foreseeable dispute. Retained as long as necessary to handle and substantiate the dispute and the associated legal position.

After a rental search is completed, the file is reviewed and cleared of unnecessary data. Identity documents, payslips, employer's statements, employment contracts, bank statements, proof of assets and similar sensitive documents are deleted once there is no longer a specific need to keep them. Temporary or duplicate copies, for example in Downloads folders or email attachments, are also deleted when no longer needed.

9. Processing and transfers outside the EEA

Maison Collective primarily uses providers offering services within the European Economic Area (EEA). However, with certain providers personal data may, in limited circumstances, be processed outside the EEA or accessed from outside the EEA.

For relevant European cloud services, Microsoft operates the EU Data Boundary, which substantially limits storage and processing to the EU/EFTA area. In specific situations, limited data transfers or access outside that boundary may take place, for example for security, support or service delivery.

WhatsApp Business is offered in the European region by WhatsApp Ireland. As part of its global services, personal data may be transferred outside the EEA, including to the United States. WhatsApp uses recognised transfer mechanisms for such transfers, including, where applicable, the EU-US Data Privacy Framework and standard contractual clauses.

Hostnet states that most information is stored within the EU and that appropriate safeguards, such as standard contractual clauses, are used for transfers outside the EEA. Maison Collective uses e-Boekhouden.nl for invoicing and financial administration and keeps the applicable data processing and privacy terms under review.

Before Maison Collective starts using a new provider or CRM system, it assesses where personal data will be processed and which GDPR safeguards apply to any transfers outside the EEA.

10. Security

Maison Collective implements appropriate technical and organisational measures to protect personal data. These include business accounts, strong and unique passwords, multi-factor authentication where available, restricted access to client information, secure devices, secure cloud storage and periodic reviews and clean-ups of client and rental application files.

11. Email and WhatsApp

Maison Collective uses email and WhatsApp for practical communication and, where appropriate, to record approvals. Sensitive rental application documents are not requested through these channels when the secure document portal is available. Please be aware that the providers of these communication services process personal data in accordance with their own terms and privacy information.

12. Website and cookies

Through maisoncollective.nl, personal data is processed when you provide information through the website and insofar as technical information is necessary for the website to function and remain secure. The use of cookies and similar technologies is covered by Maison Collective's separate Cookie Policy.

13. Your privacy rights

Depending on the circumstances, you have rights under the GDPR to access, rectify or erase personal data, restrict processing, object to processing and, where applicable, data portability. Where processing is based on consent, you may withdraw that consent.

You can send a privacy request to info@maisoncollective.nl. Maison Collective may request further information where necessary to verify your identity. You also have the right to lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).

14. Changes

Maison Collective keeps this Privacy Policy and its internal processing register up to date. The policy will be amended where the services, systems used, categories of personal data, purposes, recipients or applicable laws and regulations change materially. The latest publicly available version is published on maisoncollective.nl.

15. Contact

Questions about this Privacy Policy or the processing of personal data can be sent to:

Maison Collective | Real Estate
Email: info@maisoncollective.nl
Telephone: +31 6 21 21 73 16
Website: maisoncollective.nl

16. Language and interpretation

This English Privacy Policy is a translation of the original Dutch privacyverklaring. In the event of any inconsistency or difference in interpretation, the Dutch version is the reference text, to the extent permitted by applicable law. This language provision does not limit any rights under the GDPR or any other mandatory law.