

Website Mr. Broker

Mr. Broker handles your personal data with care. On this page we explain which data we process through our website and digital services, why we do so, and what rights you have.

For the processing of personal data as part of our estate agency services, such as buyer representation, property searches, viewings and negotiations, our [NVM Privacy Statement](#) applies in addition to this statement.

1. Who is responsible for your data?

Mr. Broker B.V. is responsible for the processing of personal data through this website and our digital services.

Do you have questions about privacy or about the processing of your personal data? Please get in touch via our [contact page](#).

2. Which data do we process?

Depending on how you use our website and services, we may process the following data:

- name and contact details;
- email address and telephone number;
- information you enter through a contact form;
- information you share with us via WhatsApp, email or other communication channels;
- data you enter in a Search Profile, Lifestyle Scan or other online tools;
- preferences and housing requirements;
- information needed to schedule an introduction or appointment;
- data about your use of our website;
- technical data, such as IP address, browser and device;
- cookie and analytics data.

We only process data that is relevant to the purpose for which we receive or collect it.

3. What do we use your data for?

We use your personal data for purposes including:

- getting in touch with you;
- answering your question or request;

- scheduling an introduction or appointment;
- preparing our services;
- better understanding your housing requirements and search profile;
- helping you in your search for a home;
- improving our website and our services;
- gaining insight into how our website is used;
- sending relevant information and communication;
- sending newsletters or marketing communication, where you have given your consent or where this is permitted on another valid legal basis;
- keeping our website technically sound and secure.

4. On what legal basis do we process your data?

We only process personal data where there is a valid legal basis for doing so. This may be:

- because you have given us your consent;
- because the processing is necessary to contact you or to perform an agreement with you;
- because we have a legal obligation;
- because we have a legitimate interest, for example in improving our website, our services and our communication.

Where we process data on the basis of consent, you can withdraw that consent at any time.

5. Contact, email and WhatsApp

When you contact us by email, telephone, WhatsApp or another communication channel, we process the data you share with us in order to answer your question and assist you properly.

Communication may be retained for as long as is necessary for the contact, for our services, or to comply with legal obligations.

6. Contact forms and online tools

Through our website you can submit data using, for example:

- a contact form;
- a request form;
- an appointment planner;
- a Search Profile;
- a Lifestyle Scan;
- other online tools or future digital services.

We use the data you enter to handle your request, to contact you, and to tailor our services more closely to your situation and housing requirements.

When you use an online tool in which you enter your housing requirements or preferences, we may use this data to advise you better and to support your search for a home.

7. Appointment scheduling

We use external software for scheduling appointments, such as Calendly.

When you schedule an appointment through our website, the data you enter is processed in order to arrange and confirm the appointment.

The provider in question processes personal data in accordance with its own privacy terms and, where necessary, the arrangements we have made with that party regarding the processing of personal data.

8. Newsletter and marketing

When you sign up for our newsletter or give consent to receive marketing communication, we may send you updates, information and other relevant communication from Mr. Broker.

You can unsubscribe at any time using the unsubscribe link in the communication concerned, or by contacting us.

We aim to keep our communication relevant. In doing so, we may use information about how our communication is received or used, to the extent permitted under applicable privacy legislation.

9. Website use and analytics

We want to understand how our website is used so that we can improve it.

We may therefore use analytics tools, such as Google Analytics. These give us insight into matters such as:

- which pages are visited;
- how visitors arrive at our website;
- how long visitors stay on the website;
- which parts of the website work well or less well.

Where necessary, we ask for your consent in advance before placing or reading cookies and similar techniques.

10. Marketing and advertising

We may use marketing and advertising tools, such as the Meta Pixel.

These allow us to measure whether advertisements are effective and, where permitted, to make advertising more relevant for visitors who have previously visited our website.

Insofar as consent is required for this, these techniques are only used after you have given consent through our cookie settings.

11. Cookies

Mr. Broker uses cookies and similar techniques.

Cookies are small files that may be placed on your device when you visit our website.

We may use:

Necessary cookies

These are needed to make the website function properly and securely.

Analytics cookies

These help us understand how visitors use our website, so that we can improve it.

Marketing cookies

These may be used to make advertising and communication more relevant and to measure the effectiveness of campaigns.

For non-necessary cookies we first ask for your consent where this is legally required.

You can find more information in our [Cookie Statement](#).

12. Who do we share your data with?

We do not sell your personal data.

We may, however, share personal data with parties that support us in our services or in the operation of our website.

These include parties providing:

- website hosting and technical management;
- email and communication;
- CRM and client management;
- appointment scheduling;
- newsletter software;
- website analytics;
- online marketing;
- cloud storage and digital tools.

Where these parties process personal data on our behalf, we make arrangements as necessary regarding the careful processing and security of that data.

As part of our estate agency services, personal data may also be shared with the relevant parties involved. For this we refer you to our [NVM Privacy Statement](#).

13. Transfers outside the European Economic Area

Some of our external service providers may process personal data outside the European Economic Area.

Where this happens, we ensure that appropriate safeguards are applied, as required under applicable privacy legislation.

14. How long do we retain your data?

We do not retain personal data for longer than is necessary for the purpose for which we collected it.

Exactly how long data is retained depends on the type of data and the purpose of the processing.

Some data must be retained for longer because of a legal obligation or because it is needed for our records.

Different retention periods may apply to personal data processed as part of our estate agency services. For this we refer you to our [NVM Privacy Statement](#).

15. How do we protect your data?

We take appropriate technical and organisational measures to protect personal data against loss, misuse, unauthorised access, unwanted disclosure and unauthorised alteration.

These include secure systems, access restrictions and other measures appropriate to the nature of the data and the risks of the processing.

No digital system is entirely without risk. Should a security incident affecting your personal data occur despite our measures, we will act in accordance with the legal obligations that apply.

16. Your privacy rights

You have various rights in relation to your personal data.

You can ask us, among other things, for:

- access to your personal data;
- correction of inaccurate data;
- erasure of your data;
- restriction of the processing;
- transfer of your data, where this applies;

- objection to a particular processing activity.

Where we process your data on the basis of consent, you can withdraw that consent at any time.

Would you like to exercise one of these rights? Please get in touch with us.

17. Complaints about privacy

Do you have a complaint about the way we handle your personal data? Please contact us first, so that we can try to resolve it together.

You also always have the right to lodge a complaint with the [Dutch Data Protection Authority](#).

18. Changes to this privacy statement

We may amend this privacy statement when our services, website, digital tools or legislation change.

The most recent version is always available on our website.

19. Contact

Do you have questions about this privacy statement or about the way Mr. Broker handles personal data?

Please get in touch via our [contact page](#).

Mr. Broker B.V.

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For questions about the processing of personal data you can contact us using the contact details on our website.