

TERMS AND CONDITIONS & PRIVACY

3WO Horeca Groep BV and all its subsidiaries under 3WO Horeca Groep BV ('3WO', 'we', 'us', 'our') process personal data that you provide to us because you use our services and/or because you have provided it to us yourself. In this statement we explain how we handle your personal data.

PERSONAL DATA

Personal data refers to all information about an identified or identifiable natural person ('you'). We process your personal data in the following cases:

- When you reserve a table, space or room or request a quote for the reservation of one of our venues
- When you apply through our website
- When you purchase a gift card through our website
- When you contact us (via the contact form on our website)
- When you place an order through our website
- When you otherwise visit our website

When you use our website in one of the aforementioned ways, the following personal data will be processed by us:

- Title;
- Name, company name;
- Date of birth;
- Phone number;
- Email address;
- Address (residential or business);
- Credit card details;
- Payment information;
- Date and time of reservation;
- Number of people;
- Indication of limited mobility;
- Information regarding work experience and job interests;
- Profile data (username and password);
- Optional: information provided in comment fields;
- IP address, preference settings (see 'Use of Cookies' for more information).



PURPOSES OF PROCESSING

We process your personal data for the following purposes:

- Making a reservation or requesting a quote: when you place a reservation or request a quote through our website, we process your personal data. These processes take place to serve our interests as a business, namely the execution of our normal business activities – registering and managing reservations and quotes. These processes may also be based on the performance of a contract entered into with you, a legal obligation or your consent.
- Entering into an (employment) agreement: when you make a purchase through our website or when you apply for a job with us, you are entering into or intend to enter into an agreement with us. In order to execute this agreement, we must process your personal data.
- Improving our online services: when you visit our website, your personal data is processed by means of cookies. This processing is necessary for the purpose of our legitimate interests – operating our normal business activities: offering a well-functioning online environment.
- Marketing: we may use your personal data to send newsletters, promotions or offers. We do so only based on your consent or – where allowed – based on our legitimate interests, namely the execution of our normal business activities: marketing activities.

In cases where we process special categories of personal data, we will ask for your explicit consent.

Would you like to know why we believe we have an interest in using your personal data? We are happy to explain. You can contact us via the details at the bottom of this page.

If we intend to process your personal data for other purposes, we will inform you in a timely manner. If necessary, we will (again) ask for your consent.



YOUR RIGHTS

We may not use your personal data without limits. The following rights allow you to restrict the use of your personal data:

- When we use your personal data because you have given consent, you may always withdraw that consent
- You may ask us what personal data we hold about you. You may also ask to view this data. This is called the right of access
- If the personal data we hold about you is incorrect, you have the right to have it corrected or completed
- In some cases, you may ask us to 'forget' you. We will then delete your personal data. You may request this if the data we use is no longer necessary, you withdraw your consent, we use your data unlawfully or if we have kept your data longer than permitted. We do not always have to comply with this. This right does not apply when we need your data to exercise our right to freedom of expression, when we are legally obliged to retain your data, or when we use your data for a legal task in the public interest, public health, archival purposes in the public interest or for legal proceedings
- Sometimes you may ask us to restrict the use of your personal data. You may do so when the data may be inaccurate, when we use your data unlawfully, when it is no longer needed, or when you have objected to its use
- You have the right to object to our use of your personal data. Do we use your data for marketing purposes? Then we will stop using it once you object. In other cases, we will also stop using your data unless we have a compelling reason to continue
- You have the right to use your personal data with another party: the right to data portability. We must then provide your data in a format that makes this possible. Note: this right only applies when we use your data to perform a contract with you or when you have given consent

You also have the right to file a complaint with the Dutch Data Protection Authority if you are not satisfied with how we handle your data. However, we ask that you contact us first so we can resolve the matter together. You can reach us using the contact details under 'Contact Details'.

We will respond no later than one month after receiving your request. Depending on the complexity and number of requests, this period may be extended by another two months. We will inform you within one month if this is the case.

You may exercise your rights free of charge unless your requests are clearly unfounded or excessive.



THIRD PARTIES

To deliver our services efficiently, we use selected external service providers who may process personal data on our behalf.

These include systems for reservations, communication, customer service and virtual assistants helping with calls, messages or bookings. These parties act under our instructions and are bound by the GDPR. We only share your personal data when necessary to achieve the purposes mentioned above. We never share more data than necessary.

We share your personal data with parties outside the European Union and take necessary measures to protect it.

Some interactions may be handled by AI assistants. You may always request to speak with a staff member.

RETENTION PERIODS

In some cases, we retain your personal data after it has been used for one of the processing purposes. We will never retain your personal data longer than necessary.

SECURITY

3WO takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure and unlawful alteration. If you believe your data is not properly secured or if there are signs of misuse, please contact us at info@3wo.nl.



USE OF COOKIES

A cookie is a small text file that is stored on your computer, tablet or smartphone upon your first visit to this website. 3WO only uses technical and functional cookies. In addition, 3WO uses analytical cookies that do not compromise your privacy. The cookies we use are necessary for the technical functioning of the website and your convenience. They ensure that the website works properly and remember your preferences, for example. They also help us optimize the website. You can opt out of cookies by configuring your internet browser so it does not store them. You can also delete all previously stored information via your browser settings.

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CONTACT DETAILS

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Chamber of Commerce number: 65140540

Do you have any questions or comments about our privacy statement or would you like to exercise one of your rights? You can reach us at info@3wo.nl.

