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Privacy Statement Ocean House Zandvoort

Last updated: 9 June 2026

Ocean House Zandvoort attaches great importance to the protection of your personal data. This privacy statement explains which personal data we process, for which purposes, and what rights you have. We process your personal data in accordance with the General Data Protection Regulation (GDPR).

1. Data Controller

The controller responsible for the processing of your personal data is:

Ocean House Zandvoort B.V.

Dutch Chamber of Commerce (KvK) number: 99829886

Visiting address:

Brederodestraat 44
2042 BG Zandvoort, Netherlands
Telephone: +31 (0)23 792 04 92

General contact:

E-mail: info@oceanhousezandvoort.com
Website: <https://oceanhousezandvoort.com>

Privacy enquiries:

E-mail: privacy@excitehotels.nl

Privacy enquiries for our hotels are handled centrally by the Excite Hotels group, of which this hotel is part.

2. Which personal data do we process?

Depending on your interaction with us, we may process the following categories of personal data:

Identification data:

- First and last name
 - Gender
 - Date of birth (where legally required)
 - Nationality
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Identity document data (statutory guest register obligation):

Under Article 438 of the Dutch Criminal Code, we are legally required to maintain a guest register (nachtreger). At check-in, we therefore record:

- Type of identity document (passport, ID card, or driver's licence)
- Document number
- Country of issue
- Expiry date

We do **not** make copies or scans of your identity document and do **not** record any national identification number (such as the Dutch BSN) or passport photograph. Access to this data is restricted to staff who require it for check-in and for compliance with the statutory registration obligation.

Contact data:

- E-mail address
- Telephone number
- Postal address

Reservation and stay data:

- Booking details (dates, accommodation, room preferences)
- Arrival and departure times
- Special requests or wishes
- Number of guests in the party

Financial data:

- Payment method and transaction data
- Billing address
- VAT number (for business guests)

Booking source:

- Booking.com, Airbnb, Expedia and affiliated platforms (including subsidiaries such as Hotels.com and Vrbo) and other online travel platforms
- Direct booking via our website

Visual data (CCTV):

For the safety of our guests and staff, we use CCTV in and around our property. Cameras are directed at common areas and access points, not at private spaces. Footage is used solely for safety and incident-related purposes.

Communication data:

- Correspondence by e-mail, telephone or chat
 - Customer service interactions
 - Reviews and feedback
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Technical data (when visiting our website):

- IP address
- Browser data
- Website visitor behaviour (via cookies)

3. Purposes and legal basis for processing

We process your personal data for the following purposes:

3.1 Performance of your reservation

Legal basis: performance of a contract (Article 6(1)(b) GDPR)

- Processing your booking
- Communication regarding your stay
- Check-in and check-out
- Provision of our services during your stay

3.2 Statutory obligations

Legal basis: compliance with a legal obligation (Article 6(1)(c) GDPR)

- Financial administration (7-year statutory retention period)
- Tourist tax / guest register
- Identity verification at check-in (Article 438 Dutch Criminal Code)
- Notifications to government authorities where required

3.3 Legitimate interests

Legal basis: legitimate interests (Article 6(1)(f) GDPR)

- Security of our properties and guests (including CCTV)
- Fraud prevention and detection
- Improvement of our services
- Internal administration and business operations

3.4 Marketing and communication

Legal basis: consent (Article 6(1)(a) GDPR)

- Sending newsletters (only with your explicit consent)
- Personalised offers
- Guest satisfaction surveys

You can withdraw your consent for marketing communications at any time via the unsubscribe link in any e-mail, or by contacting privacy@excitehotels.nl.



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4. Processors and recipients of your data

We share your personal data only with the following categories of recipients, and only to the extent necessary:

4.1 Processors (under data processing agreements pursuant to Article 28 GDPR)

- **Property Management System (PMS):** Mews Systems B.V. (KvK 66426995) — for reservation management
- **Channel Manager:** Lighthouse (formerly OTA Insight) — for distribution to booking platforms (OTAs)
- **Payment providers:** for payment processing
- **E-mail and communication services:** for guest communication and newsletters
- **Cleaning and operational partners:** limited to necessary stay information
- **CCTV service providers:** for management and storage of CCTV footage
- **IT suppliers and hosting providers:** for technical support

4.2 Online Travel Agencies (OTAs)

If you book via a platform such as Booking.com, Airbnb, Expedia (and affiliated platforms such as Hotels.com and Vrbo), Via Luxury, or any other travel platform, we receive your data via that platform. Processing by these parties is subject to their own privacy statements.

4.3 Government authorities

We share data with government authorities where legally required, including:

- The Dutch Tax Administration
- The municipality (tourist tax)
- The police or judicial authorities (under legal order)

4.4 Transfers outside the EEA

We aim to process your data within the European Economic Area (EEA). Where transfers to countries outside the EEA do take place (for example via U.S.-based OTAs or cloud providers), we ensure appropriate safeguards such as the EU Standard Contractual Clauses pursuant to Article 46 GDPR.



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5. Retention periods

We do not retain your personal data longer than necessary:

Category	Retention period
Reservation data (financial)	7 years (statutory tax retention period)
Identity document data (guest register)	5 years (Article 438 Dutch Criminal Code)
Marketing preferences	Until consent is withdrawn
Customer service correspondence	2 years after last contact
CCTV footage	Maximum 4 weeks
Application/recruitment data	4 weeks after end of procedure (longer with consent)

After the retention period has expired, your data will be securely deleted or anonymised.

6. Your rights

Under the GDPR, you have the following rights:

6.1 Right of access (Article 15 GDPR)

You have the right to know which personal data we process about you and to obtain a copy.

6.2 Right to rectification (Article 16 GDPR)

You may have inaccurate or incomplete data corrected.

6.3 Right to erasure (Article 17 GDPR)

You may request deletion of your data, subject to statutory retention obligations.

6.4 Right to restriction of processing (Article 18 GDPR)

You may request restriction of processing under certain circumstances.

6.5 Right to data portability (Article 20 GDPR)

You may receive your data in a structured, commonly used format or have it transferred to another controller.

6.6 Right to object (Article 21 GDPR)

You may object to processing based on legitimate interests or for direct marketing.

6.7 Right to withdraw consent

For processing based on consent, you may withdraw your consent at any time.



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How to exercise your rights

Send a request to **privacy@excitehotels.nl**. We will respond within one month. To verify your identity, we may request additional information.

7. Security

We take appropriate technical and organisational measures to protect your personal data against loss, unauthorised access or misuse. These include:

- Access controls and authentication
- Encryption of sensitive data where appropriate
- Periodic security audits
- Data processing agreements with all our suppliers
- Awareness training for staff

In the unlikely event of a personal data breach, we will act in accordance with our statutory notification obligations under Articles 33 and 34 GDPR.

8. Cookies

Our website uses cookies. On your first visit, you can indicate via our cookie banner which categories of cookies you accept. You can adjust your preferences at any time via the cookie settings on our website.

9. Complaints

If you are dissatisfied with how we handle your personal data, we would appreciate it if you would first contact us via **privacy@excitehotels.nl** so that we can investigate and resolve your complaint.

You also have the right to lodge a complaint with the supervisory authority. As we are established in the Netherlands, the lead supervisory authority is:

Autoriteit Persoonsgegevens (Dutch Data Protection Authority)

P.O. Box 93374, 2509 AJ The Hague, Netherlands

Telephone: +31 88 1805 250

Website: autoriteitpersoonsgegevens.nl

If you reside in another EU Member State, you may also lodge a complaint with the supervisory authority in your country of residence.



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10. Changes to this privacy statement

We reserve the right to amend this privacy statement when necessary, for instance due to changes in legislation or in our services. The most current version is always available on our website. We will inform you separately of any substantial changes.

Version: 1.0

Date: 9 June 2026

Contact: privacy@excitehotels.nl

