

Privacy Policy



PRIVACY POLICY

Purpose

This Privacy Policy explains how At Home in Utrecht (“we”, “us”, “our”) collects, uses, discloses, and protects your personal data when you use our services as a real estate agent for expats in Utrecht.

1. Data Controller & Contact

At Home in Utrecht

Twijnstraat 44, 3511 ZL Utrecht, The Netherlands

Email: info@athomeinutrecht.com

Phone: +31 30 30 36 460 / +31 623 627 023

2. Information We Collect

- Directly from you when you contact us, sign up for newsletters, request viewings, or use our services: name, email, phone number, address.
- Automatically via Google Analytics and Search Console: anonymized usage data (e.g., pages visited, time on site) for improving our website and services.
- Google Reviews: public feedback. We do not collect personal data from those reviews beyond what you choose to disclose publicly.
- Instagram feed: embedded content only; no personal data collection occurs via that feed.

3. Purpose of Processing & Legal Basis

We process your personal data to:

- respond to inquiries and offer services (legitimate interest/performance of contract)
- send updates or newsletters if you consent to it (consent)
- improve our website via anonymized analytics (legitimate interest)

4. Data Sharing

We will only share your personal data with third parties when necessary for service delivery, such as notaries, other brokers, or valuation experts, under strict data protection agreements.

5. Data Security

We protect your personal data with secure servers, password restrictions, HTTPS website, and other technical measures.

6. Data Retention

We only keep your personal data as long as necessary for legal and business purposes. For example, real estate transaction records may be retained up to 7 years, in line with Dutch law.

7. Your Rights

Under GDPR, you have the right to access, correct, delete, or restrict your personal data. You can also object to processing or withdraw consent at any time. To exercise these rights, please contact us at info@athomeinutrecht.com.

8. Complaints

If you're unhappy with how we process your data, please contact us. You may also file a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).

9. Policy Updates

We may periodically update this policy. Please review it regularly for changes.