

Our privacy policy

We are committed to making life easier for you and your guests with one of our space solutions, which could be the meeting centre, restaurant, conference centre, or flexible working environment. To achieve this, we offer a wide range spaces, equipment, and services. In some cases, we need information for this purpose, such as your personal data, and this is something we treat very seriously. Ultimately, it's all about your privacy, and there's no room for any misunderstandings on that point.

We've set out below our privacy principles and what you need to know about what we do with your data.

Data collection

It's important that you at least know the following about what we do:

- We collect data as part of our space solutions, and as soon as we do, we will always let you know.
- We are open and honest about what information we collect from you and why.
- We only exchange your data with third parties if necessary, e.g. to use printers.
- We respect the fact that your data belongs to you. That means that you can always let us know that you no longer give your consent for us to process your data.
- We handle and securely store your data entirely in accordance with European law.

Becoming a customer

To be able to use our location, you will require an agreement. We need a certain amount of basic information for this:

Company information:

1. Your company name
2. Place of business (address, postal code, city)
3. Website
4. Your Chamber of Commerce number

Personal data:

5. Sex
6. Initial(s)
7. Surname prefix (if applicable)
8. Last name
9. Job title

Contact information:

10. Telephone number
11. E-mail address
12. Mobile number

Additional information:

13. A fax number, if applicable
14. Legal form (for the flexible working solution)
15. The sector in which your company operates
16. VAT number (for the flexible working solution)
17. BIC code (for the flexible working solution)
18. IBAN number (for the flexible working solution)

We need this information to register you as a user of our space solutions.

Once you deregister as a user, we will retain your data for seven years. We are obliged under tax law to keep details of each contract for seven years.

Using our conference centre

We will give your company a unique debtor number and customer number. We will use these numbers when communicating with you about your space, be that about an offer, contract, or invoice.

As soon as you become a user, you can let us know whether you would like to be contacted by e-mail for commercial purposes.

That way, we'll be able to contact you if we have something interesting in store for you (new spaces, solutions, unique offers, inspiring workshops) or if we want to inform you about something else.

If you stop actively using your debtor number, your profile will be deleted after seven years.

Visiting www.thehagueconferencecentre.com

The Hague Conference Centre uses cookies on www.thehagueconferencecentre.com. Cookies are small data files that are stored on the device that you use to visit our website, such as a computer, tablet, smartphone, or smart watch. Where we make reference below to 'cookies', we also mean other, similar technologies.

Cookies make it possible to recognize your web browser. They are also useful, as they eliminate the need to repeatedly enter your details, indicate preferences, or adjust your settings. This also helps us to make our website work better and gives us an insight into visitor behaviour on the website.

Cookies do not compromise the security of your computer. We distinguish between different types of cookies:

Functional cookies

These are needed for the website to work properly. They make sure that the information you want is displayed quickly and correctly every time you visit our website, for instance. The website language preference is a good example of retained information. Consent is not required to place functional cookies.

Statistical cookies

We use these cookies to analyse how our website is used, for example, how often our website is visited, on which page you arrive at our website, and which pages are most frequently clicked. Statistical cookies do not collect any personal data and therefore have no impact on your privacy.

Marketing cookies

These are cookies that can track your browsing behaviour on our website. This enables us to display personalized online advertisements and customized content based on your browsing behaviour. We ask for your consent to place these cookies.

Social media plug-in cookies

Social media plug-in cookies are used to display social media content on our website. We ask for your consent to place these cookies.

The cookies are stored on the device for a maximum of twelve months after your last visit. You can always disable cookies yourself or delete them from your device. How you do this depends on the type of internet browser and device you use. If you choose to delete cookies, the website may no longer work properly and you may not be able to use certain services.

Camera security

Our spaces are equipped with CCTV. This is to ensure your safety as well as the safety of our employees and your colleagues. The camera images are erased after four weeks, unless there is good reason to keep them for longer, such as for a police investigation.

Using our Wi-Fi network

You can use our Wi-Fi free of charge while using our space solutions. Once you are logged in to our Wi-Fi network, information such as the identification number (MAC address) of your device is automatically logged. This data is erased after one year and will only be used by us to prevent possible misuse. If illegal activities are detected from our Wi-Fi network, we may block the access of the device you are using with our Wi-Fi network.

Taking part in a promotion or event

At or around our space solutions, we regularly hold promotions or events such as customer events, knowledge sessions, or workshops. For organizational reasons, it is important for us to know who will be taking part. This also enables us to inform you about the time and place, send you a reminder just before the event, and contact you if you are one of the lucky ones to win a prize.

We are also very interested in establishing whether more spaces were used during or after the promotion of event, for example, or what type of user was attracted to the promotion or event. For that reason, if you wish to take part in a promotion or event, we need certain information about you, such as your company name, your name, e-mail address, and so on. We store this data for two years.

For some promotions or events, we need extra help. In these cases, we share your data with external service providers. These external service providers may only use your data to perform the service in question. They are therefore not allowed to use or transmit your data independently.

Subscribing to the newsletter

If you want to stay informed about new spaces, special meetings, and offers, or if you want to gain inspiration, you can subscribe to the newsletter. We will then register your company name, name, and e-mail address to meet your request.

We keep this profile until you unsubscribe from the newsletter.

Each newsletter you receive gives you the opportunity to unsubscribe.

Your opinion counts

To provide the best possible space solution, the most important thing for us is to know what our users want. That's why we conduct regular surveys. All users are given the opportunity to take part in the online customer satisfaction surveys, which are sent by e-mail to all users.

It is important for you to know that we anonymize the results of the surveys and save them for two years.

Social media

We use social media to keep you up to date with the latest trends and products, to give you a peek behind the scenes, and to show you smart solutions. You can follow us on Facebook, Instagram, YouTube, and LinkedIn.

The use of social media is not subject to any conditions imposed by us. You agree to the terms and conditions of the social media platform.

Contact with us via social media

If you ask us a question via social media, we will retain that message and your account name so that we can respond to it. We also sometimes contact you via Instagram to ask if we can use a photo of yours for marketing purposes. We will contact you if you post a photo and mention one of our spaces by tagging or using a hashtag. We will not use the photo without your consent.

Our advertisements on social media

Our space solutions use the advertising features available on social media platforms. We show you advertisements based on the information that the social media platform collects with your consent, e.g. that you are following us, are working in the industry, or have your own company. We have no influence over the data that social media platforms collect from you. This is mentioned in the terms and conditions of the social media platform and can usually also be managed in the settings of your social media profile.

On what legal grounds do we process your data?

We process your data because we need to enter into or perform the agreement with you, or because we are legally obliged to do so, or with your consent, or because we have (or a third party has) a legitimate interest in doing so. Our legitimate interests are described in this privacy policy. In individual cases, we may be required to process your data because this is necessary in your vital interest or another person's vital interest (for example, we may have to contact someone in the event of an emergency or transmit your data).

With which parties do we share your data?

In a number of cases, we provide your data (where necessary) to external parties. However, we will never sell your information to other parties. As mentioned above, in some cases we work together with external service providers. They may only use your data for the performance of the services in question. Your data may not be used or transmitted independently. For this purpose, we have also concluded agreements with them in which we have agreed this. Data collected through cookies may be shared with the other parties that place these cookies. More information about this is given in our cookie policy. We may also be legally obliged by government agencies or other parties to disclose your personal data. In that case, we only share the data that is strictly necessary.

Where is your data stored?

We use various applications to obtain and store certain data. To guarantee your privacy, these applications are subject to strict rules. Most of the data is stored within the European Union.

Links to other websites

Our websites contain a number of links to the websites of our partners. If you click on them, the partner's website will be opened. Once you are on the website of one of our partners, the privacy policy of that partner applies.

Do you have any questions or complaints?

Rectifying or erasing your data

If you would like to know what information we have about you, you can ask us. If any information is incorrect, we can rectify it for you.

You may also ask you to delete your data and not to use it again. If you have given your prior consent, you can withdraw it. In a number of cases, you may also ask us to 'limit' your data. We will then ensure that your data is not used without your consent.

In some cases, we may refuse your request, such as if you ask us to erase certain data that we need for tax reasons or as evidence of complaints. In that case, you will hear from us as soon as possible.

Who can you contact?

If you have any questions about your data, if you want to have it rectified or erased, or if you have any questions about this privacy policy, please contact us at privacy@pwoffices.nl. You can of course also do this by sending a letter to:

The Hague Conference Centre

To: privacy officer
P.O Box 2050
3500 GB Utrecht

Who are the data controllers?

The Hague Conference Centre is the data controller of your personal data.