

Privacy Policy

Amsterdamliebe BV (hereinafter "Amsterdamliebe", "we" or "our") takes the protection of your personal data very seriously. We treat personal data confidentially and in accordance with applicable data protection regulations, in particular the General Data Protection Regulation (GDPR) and applicable Dutch data protection laws.

Through this privacy policy, we inform you about what personal data we process in connection with our website, our services, and communication with us, for what purposes we do so, and what rights you have.

1. Data Controller

The controller responsible for processing personal data is:

Amsterdamliebe BV

Keizersgracht 127

1015 CJ Amsterdam

Netherlands

Email: info@amsterdamliebe.de

If another responsible entity is competent for individual processing operations, we will inform you separately.

Amsterdamliebe BV has not appointed a Data Protection Officer (DPO), provided that such an appointment is not legally mandatory.

2. What is Personal Data?

Personal data is any information relating to an identified or identifiable natural person. In particular, this may include:

- First and last name
- Address
- Email address
- Phone number
- Mobile phone number

- Payment and billing data
- Booking and order details
- Content of communications
- Information provided through contact forms or during a booking
- Technical data such as IP address, browser type, operating system, and access time
- Information about the use of our website
- Cookie data and similar usage data, provided they are of a personal nature

As a general rule, we only process personal data that is necessary for the respective purpose.

3. Visiting Our Website

When accessing our website, technically necessary information automatically transmitted by your browser to our server may be processed. This includes in particular:

- IP address
- Date and time of access
- Pages visited
- Referrer URL
- Browser type and version
- Operating system
- Device used
- Technical connection details
- Information on errors and security incidents

This processing is carried out primarily to technically provide our website, ensure its security and stability, detect errors, and enable secure operation.

The processing is performed—provided legal requirements are met—on the basis of our legitimate interest in offering a secure and functional web platform and, where applicable, to comply with legal obligations.

4. Contacting Us

If you contact us via a contact form, email, phone, or any other means, we will process the personal data you provide. This may include, in particular, your name, email address, phone number, and the content of your inquiry.

We use this data exclusively to the extent necessary to:

- Handle your inquiry
- Communicate with you
- Take pre-contractual measures
- Prepare or execute a contract
- Comply with legal obligations
- Protect the legitimate interests of Amsterdamliebe

Depending on the situation, the legal basis may be Art. 6(1)(b), (c), or (f) GDPR.

5. Bookings and Contract Execution

If you book a service with Amsterdamliebe or enter into a contract with us, we process the personal data required for that purpose, which may include:

- Name and contact details
- Payment and billing information
- Booking data
- Details regarding the booked service
- Contractual and communication data
- Where applicable, other data necessary to execute the booked service

The processing is carried out for contract preparation, execution, and management, as well as compliance with legal obligations.

The legal basis is Art. 6(1)(b) GDPR. To the extent we are required by law to retain certain data, processing is based on Art. 6(1)(c) GDPR.

6. Payment Processing

To process payments, we may use external payment service providers. Depending on the chosen payment method, the necessary data for processing the payment will be transmitted to the corresponding provider. This may include:

- Name
- Billing details
- Payment amount
- Transaction data
- Where applicable, other information necessary for the payment

Payment service providers generally process data under their own responsibility or as data processors on our behalf, depending on their specific role. We do not always have access to all payment data, particularly full credit card numbers or comparable payment information.

7. Newsletters and Marketing Communications

If you register to receive our newsletter or other commercial electronic communications, we process the data provided for this purpose, particularly your email address.

Dispatches are generally made only with your prior consent, whenever legally required.

You can revoke your consent at any time with future effect. You can use the unsubscribe option provided in our messages or contact us at info@amsterdamliebe.de.

Upon unsubscribing, we will stop using your email address for the relevant newsletter, unless another legal basis for further processing exists. The lawfulness of processing carried out prior to revocation remains unaffected.

8. Cookies and Similar Technologies

Our website may use cookies and comparable technologies. Cookies are small files stored on your device that perform various functions. We distinguish in particular between:

8.1 Technically Necessary Cookies

These are necessary for the operation of the website or for specific features explicitly requested by you. They serve to:

- Technically provide the website
- Enable security features
- Save your settings during a visit
- Enable booking or ordering processes
- Ensure technical stability

Prior consent is generally not required for technically necessary cookies, though we inform you of their use.

8.2 Functional Cookies

These may be used to save user preferences and make using our website more convenient. If consent is required, they are used only after your authorization.

8.3 Analytics and Statistical Technologies

We may use technologies to evaluate the use of our website statistically. This processes information on:

- Which pages are visited
- How long pages are viewed
- Which functions are used
- Devices and browsers used
- Regions from which visitors access our website

If personal data is processed and consent is required, we only deploy these technologies following your prior authorization.

8.4 Marketing and Tracking Technologies

We may employ third-party technologies to measure advertising effectiveness or show interest-based ads. These technologies may record browsing behavior across different websites or services. When required, these cookies are used only with your active consent.

8.5 Your Cookie Settings

During your first visit to our website, you can decide which categories of cookies you consent to. Consent must be voluntary, informed, specific, and unambiguous. Non-essential cookies are not placed simply by visiting or continuing to use our website.

You can revoke your consent at any time with future effect or modify your cookie settings. Revocation options must be as easily accessible as granting consent.

9. Third-Party Providers and External Services

Our website may contain or connect to third-party services, depending on current technical configurations:

- Analytics and statistical services
- Payment service providers
- Hosting and IT service providers
- Map and geolocation services
- Video and multimedia services
- Security and anti-spam services
- Newsletter and communication services
- Marketing and advertising services
- Social media services

Services used depend on technical configurations. If a service processes personal data and consent is required, it is activated only after proper consent.

10. Google Services

If we use Google services (such as Google Analytics, Google Ads, Google Maps, reCAPTCHA, etc.), Google may process personal data depending on configuration.

If consent is required, the service is activated only after your authorization. We do not rely on outdated designations or former data specifications.

11. Embedded Content and Social Media

Our website may embed content or features from social networks or external platforms, such as:

- Instagram
- Facebook
- YouTube
- Other social networks or media platforms

Simply visiting a page with embedded content may transmit data to the respective provider depending on the technical design. Therefore, we strive to load external content only after your consent where technically possible and legally required.

If you actively use external platforms or click external links, providers process data according to their own privacy policies.

12. Transfer of Personal Data

We only transfer personal data when a legal basis exists. Data may be transferred to:

- Payment service providers
- Hosting and IT service providers
- Technical service providers
- Booking and management system providers
- Tax advisors, auditors, or other professional advisors

- Shipping and communication service providers
- Marketing and newsletter service providers
- Authorities and public bodies, where legally required
- Other service providers processing personal data on our behalf

Service providers only receive necessary data to render their services. Where processors process data on our behalf, required data protection agreements are concluded. We do not sell personal data.

13. Data Transfer to Countries Outside the EEA

Service providers or recipients may process data outside the European Economic Area (EEA). Such transfers occur only if legal requirements are met, utilizing adequacy decisions by the European Commission, appropriate safeguards, or other legally recognized transfer mechanisms.

14. Retention Period

We store personal data only as long as necessary for the respective purpose. We may also be required to retain data longer due to statutory retention periods.

Upon expiry of retention periods, data is erased unless another legal basis permits continued storage. Specific storage durations are governed by:

- The purpose of processing
- The nature of the personal data
- Existing contractual relationships
- Statutory retention obligations
- Potential legal claims and limitation periods

15. Data Security

We implement appropriate technical and organizational measures to protect personal data against loss, destruction, alteration, unauthorized access, or other unlawful processing. Security measures are regularly reviewed and updated.

Our website is generally served via an encrypted connection. However, please note that no internet transmission or storage system can guarantee absolute protection.

16. Source of Personal Data

Generally, we collect personal data directly from you. In certain cases, data may originate from third parties, such as:

- Individuals making a booking on behalf of others
- Business partners
- Payment service providers
- Technical service providers
- Publicly accessible sources
- Other entities permitted by law

17. Automated Individual Decision-Making and Profiling

As a rule, we do not use personal data for automated decision-making that produces legal effects or significantly affects you. Should such procedures be implemented, required statutory information will be provided. Profiling for marketing or analytics occurs only within statutory requirements.

18. Your Rights

In accordance with legal requirements, you have the following rights:

- **Right of access:** Request confirmation and details regarding processed personal data.
- **Right to rectification:** Request correction of inaccurate data or completion of incomplete data.
- **Right to erasure:** Request deletion of personal data under certain conditions.
- **Right to restriction of processing:** Request restriction of processing under certain conditions.
- **Right to data portability:** Receive certain personal data in a structured, commonly used, machine-readable format or request transmission to another controller.

- **Right to object:** Object to data processing under legal conditions, including direct marketing at any time.
- **Right to withdraw consent:** Withdraw consent at any time with future effect.

19. Exercising Your Rights

To exercise any of your data protection rights, please contact us at:

Amsterdamliebe BV

Keizersgracht 127

1015 CJ Amsterdam

Netherlands

Email: info@amsterdamliebe.de

We may request appropriate verification of identity to prevent unauthorized disclosure. Requests are processed within statutory time limits.

20. Right to Lodge a Complaint

If you believe data processing infringes data protection laws, you may contact us directly or lodge a complaint with a supervisory authority. For Amsterdamliebe BV, the competent lead supervisory authority is generally the Dutch Data Protection Authority (*Autoriteit Persoonsgegevens*).

21. Minors

Our website and services are not directed at minors. We do not knowingly process children's personal data where special consent or legal basis is required. If discovered, appropriate steps will be taken to erase such data.

22. No Sale or Commercialization of Data

We do not sell personal data to third parties. Data transfer occurs strictly within the purposes described and with a valid legal basis.

23. Changes to This Privacy Policy

We may update this privacy policy if our services, technical systems, legal requirements, or data processes change. The current version will be published on our website.