

# Privacy statement

## Protection of your privacy

The RBG processes your personal data for the purpose of levying and collecting taxes. We also process personal data in the context of the implementation of the Valuation of Immovable Property Act (WOZ). These are our statutory duties. We use some information, such as telephone number and e-mail address, to increase our service to you.

## The right to privacy

Everyone has the right to privacy. This is why the RBG handles your (personal) data in a careful and confidential manner. The RBG does not provide your (personal) data to third parties without your consent, unless the RBG is under a legal obligation to do so. The General Data Protection Regulation clearly stipulates how organisations should handle personal data. The RBG does not use your personal data for commercial purposes.

## Your privacy at the counter and on the telephone

If you have any questions, you can apply to our counters or contact us by telephone. For a better protection of your personal data, the RBG will first ask your Citizen Service Number (BSN) and date of birth before we provide confidential information. By doing so, we want to prevent information from ending up with people who are not entitled to it.

We never provide specific personal information by telephone. This concerns, among other things, Citizen Service Numbers, dates of birth and address details, etc.

If you contact us via phone using the general RBG number, 088-2911000, your conversation may be recorded for training and quality assessment purposes. All such recordings are deleted after 6 months' time.

## Security measures

The RBG handles personal data in a safe manner. To this end, the RBG takes measures to prevent abuse, loss, and other unwanted acts with personal data. These measures are in accordance with the applicable security standards.

## Duty of confidentiality

RBG employees have a duty of confidentiality. Only authorised employees have access to personal data. The data protection officer monitors compliance with the statutory privacy rules.

## Outsourcing processing of personal data

We sometimes outsource work. The external party also processes data regarding you then. In that case, we make arrangements in writing about the security and confidentiality of your data with this party and record these arrangements in a so-called processing agreement.

## Our website

The RBG will only use personal data you fill in on our website for the purpose for which you provide it. If, for example, you fill in the contact form, we will use the data filled in to respond to your question.

### **Our digital counter**

Do you use our digital counter (My RBG) and provide telephone number or e-mail address there? We will use your e-mail address and / or telephone number to contact you in appropriate cases. You can think of questions about a submitted objection, about a request for remission or about changes you have submitted. We can also inform you about a payment appointment. If your telephone number or e-mail changes, you can communicate this digitally via My RBG. You can also delete this data via My RBG. The RBG does not share your telephone numbers and e-mail address with third parties.

### **Retention period**

The RBG does not retain the personal data longer than is necessary or provided for by law.

### **Cookies**

The RBG website uses cookies. These cookies do not contain any personal data. The cookies ensure a better technical functioning of our website and make it more user-friendly, for example, by remembering your preferred settings. The cookies also allow us to verify how many people have visited the website. We cannot see who has visited the website through which computer.

Cookies are not used for reading private information of your computer or intercepting passwords, nor can they infect your computer with a virus. You can unsubscribe from cookies through the settings of your internet browser. That will ensure that cookies are not saved anymore. In addition, you can also use the settings of the browser to remove information that has been saved before.

### **Your rights**

As a data subject, you have a number of rights. When exercising these rights, you can e.g. ask which personal data regarding you the RBG uses. These rights are:

- The right to access
- The right to information
- The right to correction
- The right to supplement
- The right to removal or restriction

You can only have your data removed if we do not need this for the performance of our statutory duty.

You can exercise your rights by submitting a written request to the RBG. We invite you to our office to exercise your right of access. It is important that you can furnish proof of identity and demonstrate that the data you wish to access, correct or remove is actually yours. It is not permitted to access data of other persons.

If you have any questions or want to exercise your rights, please send your question/request to:

Regionale Belasting Groep  
attn. the Data Protection Officer  
Postbus 4083  
3101 GB Schiedam

### **Amendments to the privacy statement**

This privacy statement may be amended by the RBG without prior notice. Amendments will take effect from the time they are published on the RBG website.

### **More information :**

- [Dutch Data Protection Authority](#).