

Privacy statement

The Royal Household is responsible for processing personal data. We treat your personal data with the utmost care. You can read more about this in this privacy statement.

Contact details

Royal Household
Noordeinde Palace
Postbus 30412
2500 GK 's-GRAVENHAGE
The Netherlands
www.royal-house.nl

What personal data do we process?

Personal data is only processed if this is necessary for a specific purpose or purposes for which the personal data is collected. In this case, your personal data is used in the context of an agreement concerning the organisation of the opening of Noordeinde Palace and/or the Royal Stables.

Personal data is processed in accordance with the applicable laws and regulations, including the General Data Protection Regulation (GDPR), the GDPR Implementation Act and any other applicable laws and regulations.

Automated decision-making

The Royal Household does not make any decisions about matters that could affect people based on automated processing.

Retention period for personal data

The Royal Household does not use your personal data any longer than is strictly necessary to achieve the objectives for which your data is collected. Your personal details will be kept for up to one month after the last open day. After this period, your personal data will be deleted.

Sharing personal data with third parties

The Royal Household always processes your data based on a valid legal basis. We also make agreements and take appropriate measures for the reliable, proper and careful exchange of personal data. This also applies to the exchange of personal data with other countries. Personal data is never shared with third parties for commercial purposes.

We make agreements with parties that process your details on our behalf to ensure the same level of security and confidentiality of your data. The Royal Household remains ultimately responsible for this data processing.

Cookies and similar technologies that we use

This website uses cookies. Cookies are small files that store data so that this data does not have to be entered again. They also make it possible to detect when a visitor revisits this website. It is possible to disable cookies by changing your browser settings; however, some elements of this website will then no longer function optimally.

In addition to functional cookies, the ticket shop also uses tracking cookies to track the progress of the process. We also use Google Analytics to measure website traffic in order to improve the services provided. The cookies are configured in such a way that no explicit consent is required for the use of cookies. Personal data (IP address) is anonymised.

Your rights

If the Royal Household processes your personal data, you, as the data subject, have a number of rights. You can ask to see your personal data that is processed and also request the correction, deletion, restriction of processing and transfer of your personal data. You can also object to the processing of your personal data.

You can request access to or the correction, deletion or transfer of your personal data, or withdraw your permission for or object to the processing of your personal data by sending an email to fgb@dkh.nl. To confirm your identity, you will be asked to provide a copy of a valid proof of identity when processing your request. In this copy, please make sure that your passport photo, the bar with numbers at the bottom of your passport, your passport number and your Citizen Service Number (BSN) are blacked out. This is to protect your privacy. You may also be asked to clarify your request.

The Royal Household would also like to inform you that you are entitled to lodge a complaint with the national supervisory authority, the Dutch Data Protection Authority (*Autoriteit Persoonsgegevens*).

For general questions about the processing of your personal data, please contact fgb@dkh.nl.

Data Protection Officer

Mr A.J.G. de Mooij is the Data Protection Officer for the Royal Household. He can be contacted at fgb@dkh.nl.

How do we protect personal data?

The Royal Household takes the protection of your data very seriously and takes appropriate measures to prevent abuse, loss, unauthorised access, unwanted disclosure and unauthorised modification.

If you have any questions, or if you believe that your data is not properly protected, or if there are indications of abuse, please contact us at security@dkh.nl. Alternatively, you can use the CVD-report form (Responsible Disclosure) to inform the National Cyber Security Centre (NCSC) at <https://www.ncsc.nl/security>.

Changes to this privacy statement

The Royal Household reserves the right to amend this privacy statement at any time and for any reason.