



Privacy Statement

Hotelveloria.nl is a website about Escape Room Kamer 237, Escape Room De Concierge, Escape Room Lost & Found, the games of Piccolo Pim and all other activities of Hotel Veloria. Visitors can use this site without an account. When making a reservation, buying a product in the web shop, purchasing a gift voucher or using one of the contact forms on this website, we process privacy-sensitive information, also known as personal data.

We try to handle personal data as carefully as possible and in doing so we adhere to the requirements of privacy legislation, which means, for example, that we:

- Clearly state in this privacy statement for which purposes we process your personal data.
- Never ask for more information than necessary.
- Do not provide your personal data to third parties unless this is necessary for the functioning of these purposes.
- Ensure that our security is in order and intervene immediately if necessary.
- Take immediate action if you request us to delete your personal data.

Use of personal data

When using our website, you can leave certain personal data with us. Depending on the way in which you use our site, we may or may not process certain data. For example, if you do not enter an address, we will not process this data either.

Reservation

For the processing of your personal data for the purpose of booking one of our escape rooms or other activities, we use the online reservation system of OnlineAfspraken.nl. A processing agreement has been signed for this purpose with the company OnlineAfspraken.nl, which complies with the rules of the GDPR.

Gift voucher

For the processing of your personal data for the purpose of purchasing a gift voucher, we use the online cash register system of OnlineAfspraken.nl. A processing agreement has been signed for this purpose with the company OnlineAfspraken.nl, which complies with the rules of the GDPR.

Contact form

If you want to use the contact form, we ask you to fill in the following:

- Email address
- First and last name
- Phone number
- Address details (not mandatory)

Web shop

We use the online payment system of mollie.com to process your payment details for the purpose of purchasing a product in our web shop. A processing agreement has been signed with the company Mollie.com for this purpose, which complies with the rules of the GDPR.

Purposes

We process the above data for one or more of the following purposes (also depending on your use):

- Making a reservation for one of our escape rooms or other activity.
- Purchasing a gift voucher for one of our escape rooms or other activity.
- Purchasing a product in our web shop
- Getting in touch with us via the contact form
- Subscribing to our newsletter

Providing to third parties

We only provide your personal data to third parties if this is necessary for the functioning of certain functionalities on the website. For example, when making a reservation. As mentioned, this reservation is made via the online reservation system of OnlineAfspraken.nl, with which a processing agreement has been signed with the company OnlineAfspraken.nl, which complies with the rules of the GDPR. Furthermore, we will never provide your personal data to other parties, unless this is legally required.

Security

We ensure that our security is in order as best as possible and that only the necessary persons have access to your data. We do not store your data longer than necessary, as long as necessary to be able to provide the requested functionalities/services or as long as the law obliges us to do so. In addition, a processing agreement has been concluded with our provider in which this (the processor) is prepared to comply with obligations regarding security and other aspects of the GDPR, insofar as this is within its power.

Linked websites

This statement only applies to our websites hotelveloria.nl / veloria.nl / kamer237.nl and piccolopim.nl and not to those of third parties. We have no control over these.

Minors

Visitors under the age of 18 may only use our website under the supervision of parents or legal representatives.

Questions or complaints

If you wish to contact us in connection with this privacy statement, you can do so via the contact form on our website.

Changes and entry into force

This privacy statement may be changed at any time. Changes will be published on this page. It is therefore advisable to visit this page regularly so that you are aware of any changes.

This privacy statement came into effect on March 20, 2025.