

WHAT YOU NEED TO KNOW ABOUT

DIGITAL LOCKING SYSTEM AND THE VESTE WONEN APP

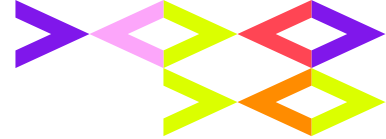
March 2025



PART OF VECHTDAL WONEN



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SUMMARY

Veste Wonen has introduced a new app and digital locking system. The way we will be implementing the locking system was adjusted at the beginning of 2025 following critical feedback from tenants, particularly concerning privacy, data registration, and practical matters such as access with a smartphone. Veste Wonen has updated the plan and the CBR supports these adjustments.

The main changes in the locking system plan are:

- Tenants have free choice in how they wish to access their home.
- Door unlocking is not logged.
- The locking system will be implemented in phases.

The different access options are:

- A key tag (iLOQ keyfob)
- A digital key on the smartphone
- A combination of both

Data, privacy, and security

- The iLOQ S50 locking system uses NFC technology to open and close doors. The key is in the NFC card of your phone or key tag. Communication between the phone and the lock is via AES-256 encryption. Access rights are checked at each interaction and are only valid during the session.
- If you use your smartphone as a digital key, the Veste Wonen app is necessary. With a key tag, the app is not needed to enter your home. However, the app will be Veste Wonen's primary communication channel. The app is also accessible via a web browser, but without push notifications and other personalised functions such as Keyfriends.
- To address tenants' privacy concerns, door unlocking is not logged. Usually this operational data is logged considering user service and security.
- When registering for the digital smartphone key in the Veste Wonen app, limited data is processed. This data is deleted within 7 days after the tenant's departure, in accordance with GDPR legislation. The registration data is well secured by app developer Guestcompass.
- The technology and cybersecurity of the locking system are the responsibility of iLOQ. The systems are and will be carefully tested regularly.
- The locking system is based on proven technology that is widely used in vital infrastructure.

Practical aspects of the digital locking system

The practical aspects of the locking system have been carefully considered. If your smartphone battery is empty, you can use one of the six charging stations on campus. Or you can use the Keyfriends function where you digitally assign a spare key to someone. If you lock yourself out or lose your access method, you can ask for help from a keyfriend, borrow a phone and re-register yourself, or contact Veste Wonen or the service desk. If you only use a key tag, you can enter by contacting Veste Wonen during office hours and the service desk outside office hours. It is possible to get a spare key with a key tag. The deposit for this costs 100 euros.

Replacement of the locking system

The replacement of the cylinders falls under regular maintenance and not under renovation. The rollout of the locking system will be phased. The parties involved will be informed directly about the planning. Tenants will be informed well in advance. Extensive information about the use of the locking system will be included in the manual of the locking system, which you will receive simultaneously with the planning.



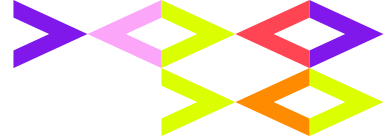


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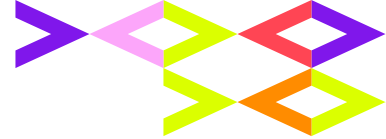
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Q&A – DIGITAL LOCKING SYSTEM /VESTE WONEN APP

Veste Wonen is innovating with the introduction of the Veste Wonen app and a digital locking system whereby your house key can be integrated into the Veste Wonen app. This change might raise some questions for you. In this document you will find information about the new locking system and why Veste Wonen has chosen it. The information is presented in a question/answer (Q&A) format. This document includes questions from students, answered based on the updated locking system plan and the reasons behind the changes made.

If you are interested in the 'what' and 'why' regarding the locking system, read this document. The 'how' (how to use the locking system) can be found in the manual for the locking system. This will be available simultaneously with the planning. Those involved will be directly informed about the planning, and the rollout will be phased. Tenants will be informed well in advance.

1. INTRODUCTION TO THE DIGITAL LOCKING SYSTEM AND VESTE WONEN APP

1. Why was the Veste Wonen app and the digital locking system chosen?

Both the app and the locking system were developed to improve our services to students.

Veste Wonen app

Our tenant satisfaction survey, conducted by the youth advisory agency Youngworks, found that tenants at Veste Wonen need better information provision during different living phases. The Veste Wonen app meets this need by giving tenants quick access to relevant information on their smartphones. This information is also accessible via the website.

Digital locking system

The current locking system needs replacement. A digital locking system was chosen. The choice for the locking system was made after careful consideration of factors that enhance the safety of the homes, the user-friendliness, and the efficiency of key management and possession, with the interests of both current and future tenants in mind.

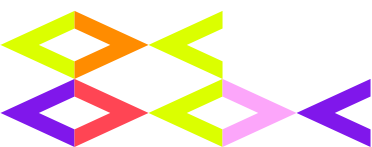
2. How does the locking system work?

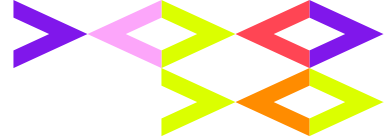
With the digital locking system from iLOQ, you open doors with a digital key that can be integrated into the Veste Wonen app on your phone or on a separate key tag. Once you have registered, you can use your phone or key tag as a digital key for your building, the common doors, and your room.

The iLOQ lock uses the NFC signal from your smartphone or key tag to unlock the cylinder (see question 11 about NFC technology). The locks work without batteries; they use a small amount of power from your smartphone or key tag to lock/unlock, and then you manually turn the knob to open/close the door. At the common entrances of the larger residential complexes, wall readers will be installed, which you can also open with your digital keys (digital smartphone key and key tag).

3. What are the advantages of a digital locking system compared to a mechanical locking system?

➤ **The digital house key (in the Veste Wonen app) and the key tag eliminate the risks, inconveniences, and costs associated with losing mechanical keys for tenants.** Losing keys is a common occurrence on campus with the current mechanical door locks. In case of loss or theft of the smartphone, access can be immediately revoked with the digital locking system without the need to replace locks. This is efficient, sustainable and safe. There will be no lost or unreturned (mechanical) keys in circulation anymore. Blocking and assigning a new digital key happens quickly and at no cost. Each newly issued digital key is unique.





➤ **Tenants can easily access their homes with the house key integrated into the Veste Wonen app in case of lockout or loss/theft of the smartphone.** There are various options to gain access to your home in these situations. These are solutions that tenants can manage themselves and have proven effective with other student housing providers. You can read more about these solutions in this Q&A. Additionally, tenants can rely on support from Veste Wonen and a specialised service desk that is available 24/7.

➤ **With the digital locking system, tenants can now control (digital) spare keys themselves.** Access can be easily assigned and revoked digitally with the convenient Keyfriends feature in the Veste Wonen app.

➤ **New tenants no longer need to pick up physical keys (if they add a digital key to the Veste Wonen app).** This makes arrivals on weekends and at night much more pleasant for new tenants, as they have immediate access to their homes without relying on key collection.

➤ **The new iLOQ locks are user-friendly and do not require electricity or batteries, making them easy to install (+/- 5 minutes). The locks are low-maintenance and therefore a sustainable alternative to physical keys.** Student housing experiences frequent changes, and the digital locking system makes the key management process more efficient, freeing up time for other aspects of our services.

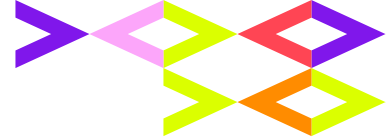
➤ **Digital locking system with access options: a digital key and a physical key tag. The locking system has another access option besides the digital smartphone key: a key tag.** Initially, we offer all tenants this option. A key tag is a physical tag where your digital key is stored. A key tag can be used approximately 5000 times (2 years) without charging to open your door. Well before the battery runs out, the key tag will start blinking to alert you. You will receive a charging cable with this tag. Registering your phone to digitally register your keys is always an option. Combining access methods is also an option.

4. What are the advantages of the Veste Wonen app compared to the current communication methods?

➤ **The app is a suitable communication tool for the target audience. The bilingual Veste Wonen app provides students with all important information on their smartphones and offers the possibility to integrate a digital key. With this app, we improve communication between tenant and landlord.** From the tenant satisfaction survey conducted by the youth advisory agency Youngworks on behalf of Veste Wonen, it appears that students need better information provision. It regularly occurs that students have not seen/read relevant information. Therefore we have looked for a communication tool that better suits the target audience. The use of smartphones among students is almost universal. The result: The Veste Wonen app. Additionally, the app offers the possibility to provide more services in the future.

➤ **The app offers targeted communication about residential complexes through push notifications to keep tenants up-to-date.** An efficient solution because you can find everything in one place: your house key, an overview of your spare key holders, relevant information about renting and living on campus, the latest news and updates on maintenance and repairs via push notifications, the correct contact details for questions, and (for new tenants) the option to get in touch with neighbours via the 'My Neighbours' feature. The app is also accessible via the web: <https://app.vestewonen.nl/>. The push notification feature is not available on the web version.





2. UPDATED LOCKING SYSTEM PLAN

Changes were made to the locking system plan at the beginning of 2025 at the request of tenants and the CBR. In this chapter, we will guide you through the process leading to the updated locking system plan based on questions.

5. Why was Veste Wonen's locking system plan adjusted?

In December 2024 Veste Wonen announced the new digital locking system. Since then we have received substantive questions about the system's operation and critical feedback. As a housing corporation, we strive to improve our services by resolving housing inconveniences. Improvements must also be perceived as improvements. This did not seem to be the case for a group of tenants. We engaged in discussions with the CBR and, in collaboration, adjusted the approach and solution for the digital locking system. We focused on themes such as access options, phasing, and privacy and data protection. We have made adjustments that the CBR supports. These adjustments required further research, an updated digital locking system plan, and improved communication.

6. What has changed compared to the original plan?

1. Access Options

Initially, an integrated digital key on your smartphone was chosen as the primary access method. In the original plan an alternative based on a key tag was available upon request for tenants without a smartphone. The reason for primarily offering the smartphone as an access option was to provide consistent service and ensure the safety and efficiency of system management. In consultation with the CBR, it was decided to offer the alternative (the key tag) not just exceptionally, but as an access option so tenants can experience the benefits of the digital locking system at their own pace. In the current situation, tenants now have three options:

- A digital key as the primary key (on your smartphone)
- A digital key (smartphone) in combination with a key tag
- A key tag as the primary access method

We explain the differences between these options in this Q&A.

2. No door unlocking logs

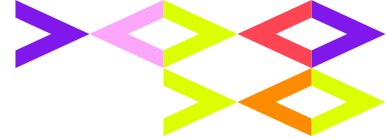
The operational data (door unlockings), which are usually logged with a digital locking system, are not logged with the Veste Wonen locking system. Veste Wonen wants to address concerns about privacy and data, so we have requested iLOQ not to log this data. This will be included in a privacy statement.

Normally, operational data is stored securely for a short time by the supplier iLOQ. The reason for logging this operational data is to provide service to users and ensure safety. In this scenario the data can be used for technical and security purposes, such as resolving malfunctions or checking for misuse. Logging this data always complies with GDPR regulations.

3. Phased implementation and interim evaluation

The locking system will be implemented step-by-step. The next steps will be determined based on an interim evaluation. The CBR remains closely involved in this process. Because the planning is approached in phases, those involved will be informed early when this will affect them.





3. ACCESS OPTIONS

7. What access options are available?

Tenants can decide how and with which access option they manage their access:

Option 1: A digital key as the primary key (on your smartphone)

With this option, you use your smartphone as a digital key with the NFC chip in your phone. The key is integrated into the Veste Wonen app.

Option 2: A key tag as the primary access method

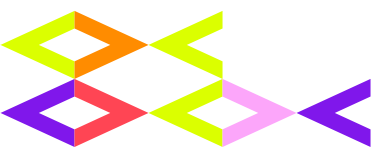
You use an electronic key tag with an NFC chip. A key tag is also registered and can be blocked remotely.

Option 3: A digital smartphone key in combination with a key tag

Using both access methods simultaneously is also an option. With this option, you use your smartphone as a digital key with the NFC chip in your phone in combination with a key tag containing the same digital key.

8. What are the differences between the access options?

| Access options | Option 1 Digital key integrated into the Veste Wonen app on your smartphone | Option 2 Digital key integrated into the Veste Wonen app on your smartphone and a key tag | Option 3 A key tag |
|--|--|--|--|
| Spare keys | Yes, digital spare keys via keyfriends (feature in the app). | Yes, digital spare keys via keyfriends (feature in the app). | Digital spare keys via keyfriends (feature in the app) remain an option. An additional key tag is available upon request (100 euros deposit). |
| Lock-out service | Yes Possible costs for on-site visit by the lock-out service. | Yes Possible costs for on-site visit by the lock-out service. | Yes Possible costs for on-site visit by the lock-out service. |
| Keys can be blocked | Yes | Yes | Yes |
| New key tag in case of loss | N/A | Cost: 100 euros for a replacement key tag | Cost: 100 euros for a replacement key tag |
| Operational Data (door unlocking) Logged by iLOQ | NO | NO | NO |
| Necessary to download the Veste Wonen app | Yes | Yes | NO |





9. How do spare keys work with the different access options?

Spare keys with a digital key in the Veste Wonen app

When you use a digital key in the Veste Wonen app, you can easily distribute and revoke spare keys yourself. More about the Keyfriend feature can be found in the manual for the locking system, which you will receive along with the planning.

Spare keys with a key tag

If you choose to use the key tag as your primary access method, you can request one spare key tag from Veste Wonen for a deposit of 100 euros. In case of loss, a new key tag also costs 100 euros. It remains possible to create a digital key and distribute spare keys using the Keyfriends feature.

4. USING THE VESTE WONEN APP

10. Is it necessary to download the Veste Wonen app?

If you use your smartphone as a digital key, then the app is necessary. You integrate your key into the Veste Wonen app during registration. With a key tag you do not need the app to access your home, but we ask you to register to be able to distribute a key tag to you. The app will soon become Veste Wonen's primary communication channel.

The Veste Wonen app is also accessible via the web browser www.appvestewonen.nl. The push notification feature is not available in the web version. The app will become the primary communication channel for tenants. We send complex-specific information via the app such as maintenance, cleaning, or the arrival of the window cleaner. We will have a transition period from the website to the app; for now, everything is still on the website. In the future, the website will be the platform for home-seekers, no longer for tenants.

5. NFC TECHNOLOGY IN THE DIGITAL LOCKING SYSTEM

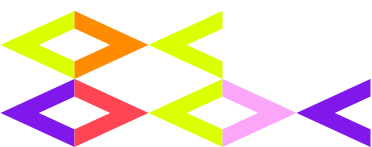
11. How does the NFC technology of the locking system work?

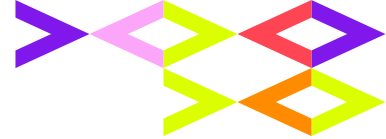
With this innovative locking system, you can open and close doors easily and safely. The cylinder/lock is called the 'iLOQ S50'. The key is in the NFC card (Near Field Communication card) of your phone or key tag. This NFC card is also used, for example, for your mobile banking payments. When the NFC card is held close to the iLOQ cylinder, data is exchanged via a secure connection. The communication between the phone and the lock is encrypted with AES-256, the highest possible standard of cryptographic security. The cylinder gets power through a technique that draws power from contact with your phone. The cylinder contains a Mifare Ultralight, Ntag I²C Plus, which uses inductive power harvesting. This allows the cylinder to open and close doors without batteries or wiring. iLOQ's Public Key Infrastructure (PKI) ensures mutual authentication. This means that the lock checks access rights each time. Access rights are encrypted and only valid during the session, making each interaction unique and fully protected. More about opening and closing the door can be found in the manual for the locking system.

6. SUPPORT

12. What is the procedure if you lock yourself out or lose your access device?

If you have locked yourself out or lost your digital key or key tag, there are various ways to get back in, or you can use the service desk. On the next page is an overview of the support system. Full details can be found in the manual.





Support for using a digital smartphone key

Option 1: Keyfriend (digital smartphone key)

If you are outside and your phone is not working or you no longer have it, the quickest way to get in is to ask a keyfriend for help. A keyfriend is someone to whom you have assigned a digital key. More about the Keyfriend feature can be found in the manual.

Option 2: Re-register (digital smartphone key)

If you do not have any keyfriends who can let you in, try borrowing someone's phone and re-registering yourself. How this works can be found in the manual.

Option 3: Veste Wonen or service desk (digital key in the Veste Wonen app)

3.1 Veste Wonen (during office hours)

If you cannot access your home with the above options, you can contact your Housing Consultant at Veste Wonen or visit the Veste Wonen office during office hours.

3.2 Locking system service desk (outside office hours)

Outside office hours, you can contact the service desk for the digital locking system to help you if you have locked yourself out. If necessary, they will come to let you in. More about the service desk and contact details can be found in the manual. If you do not have a phone, you can go to UT security, and they can call the service desk for you. The service desk is a local, specialised security company with a control room. There is no charge for (telephone) contact with the service desk.

Support for using a key tag

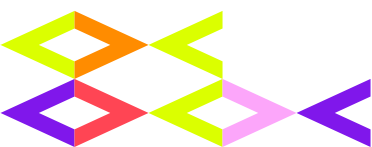
During office hours, you can contact Veste Wonen. Outside office hours, you can contact the service desk for the digital locking system, as described above in option 3.

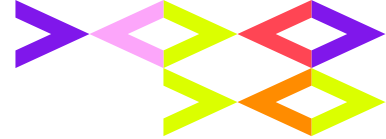
If it turns out that the help of the service desk was necessary beyond your control, no costs will be charged. If there were other ways to access the home without the intervention of the security company, the service costs will be passed on. These costs are estimated at around €75. This is due to the time investment of the security company. We understand that the new system may take some getting used to. Therefore, we will be extra lenient with passing on these costs in the first few months.

13. What if my battery is dead?

If your battery is dead, you can use one of the 6 charging stations on campus:

- > Calslaan 44 (Mondrian): Laundry Boutique.
- > De Hems 16 (Sky building): Mailboxes at the bottom left.
- > Calslaan 7: Under the stairs next to the storage room.
- > Witbreuksweg 381-008
- > Matenweg 30
- > UT security





7. DATA & PRIVACY

14. How is data and privacy handled in the locking system?

When registering a new user in the Veste Wonen app, only a limited amount of personal data is processed: name, address, rental start date, customer number, date of birth, and email address. This data is necessary to ensure that the tenant has access to the locking system during the rental period. After the student leaves, the data is automatically deleted from the system within 7 days. The data is, of course, processed in accordance with the applicable GDPR legislation. Operational data (door unlocking) is not logged as indicated. We carefully work out everything regarding data and privacy in a transparent privacy statement.

15. How is cybersecurity handled in the locking system?

Veste Wonen app - Guestcompass

The data required for registration is secured by Guestcompass. The data is, of course, processed in accordance with the applicable GDPR legislation. Veste Wonen only works with partners who comply with the same legal requirements. The security at Guestcompass has been carefully tested.

Locking system - iLOQ

All technology and security related to door opening is the responsibility of the organisation behind the locking system: iLOQ. The security at both Guestcompass and iLOQ has been carefully tested.

8. SAFETY

16. What has Veste Wonen done to analyze and manage risks such as data breaches, hacks or malfunctions?

The chosen locking system is based on proven technology that is successfully used in critical infrastructure, such as energy and telecom companies, and in various residential complexes and buildings. Additionally, backup systems are available for emergencies. The security at both Guestcompass and iLOQ has been carefully tested. Furthermore, we fully comply with GDPR legislation and only work with partners who meet the same legal requirements. This is also carefully tested within our organisation.

9. REPLACING THE CYLINDERS

17. Does replacing the cylinders fall under renovation?

The replacement of the cylinders falls under regular maintenance, not renovation. The current locking system needs to be replaced to ensure the functionality and safety of our homes.

The new iLOQ locks are user-friendly and do not require electricity or batteries, making them easy to install (+/- 5 minutes). The locks are low-maintenance and therefore a sustainable alternative to physical keys.

18. Is participation mandatory?

For the consistency and safety of all student housing and key issuance to new tenants, the new digital locking system must be installed on all doors. As an organisation we are responsible for the security and management of all student housing. We want to emphasize that the campus-wide implementation of the system is therefore essential for us and our future services. We are happy to consider specific questions or exceptional situations.

Is your question not answered yet? Please contact wonen@vestewonen.nl.

