

# PRIVACY POLICY

## DGI BYEN

This privacy policy explains how DGI Byen ("we" or "us") processes your personal data.

It is important for DGI Byen that your personal data is processed securely, legally and transparently. Accordingly, we have drawn up this privacy policy, which describes how we process your personal data depending on your relationship with us.

This policy refers to "article 6 - legal processing" and "article 9 - processing of specific categories of personal data" under the Personal Data Regulation of EU and section 11 of the Danish Data Protection Act.

### **1 DATA CONTROLLER**

The legal entity responsible for processing your personal data is:

FORENINGEN FOR DGIS LANDSCENTER I KØBENHAVN FOR IDRÆT OG KULTUR ("DGI Byen")

CVR no.: 19 47 65 02

c/o DGI Byen

Tietgensgade 65

1704 Copenhagen V

gdpr@dgi-byen.dk

+45 33 29 80 00

## 2 DESCRIPTION OF PROCESSING

Purpose	Categories of Personal Data	Sources	Basis for Processing	Recipients	Storage
<b>Provision of Our Services</b>					
<p><u>Provision of Our Services</u></p> <p>Your personal data is used for providing you with our services.</p> <p>Depending on your relationship with us, we use your personal data in the context of:</p> <ul style="list-style-type: none"> <li>- Supply, management and execution of events etc.: e.g., conferences, meetings, activities, exhibitions, concerts, cultural events (including openings etc.)</li> <li>- Supply and execution of activities, events and rental of premises and facilities: e.g., for sports activities, swimming, bowling, shooting, climbing, hall, swimming pool etc.</li> <li>- Management of our shooting facility, where we process data about you if you are affiliated as a shooting instructor.</li> <li>- Management and safeguard of access control if you are assigned a key for use in DGI Byen as a member of an association, a contractor or the like.</li> <li>- General communication with you in connection with your relationship with us</li> </ul>	<p>We process the following categories of personal data about you.</p> <p><u>General Personal Data:</u></p> <p>Personal data about you, e.g. as a customer, contact person, as a guest at an event in our premises or as someone with another affiliation with us, which can include: *name, address, *email, *telephone number, *workplace, job title, age, nationality, gender, payment data, customer number, data about relatives, registration number, language preferences and CPR number.</p> <p>Data about special needs or personal considerations that you may give us: e.g., in connection with the execution of events, activities or events.</p> <p>Data about you as a member of an association, (sub)contractor, consultant, stand holder etc., including *name, position, *telephone number, workplace and assignment of code, key and the like.</p> <p>Data about you as a shooting instructor, including name, address, telephone number, ID in the form of passport or driving licence, CPR number, code for shooting box, application for allocation of code and SKV3 application for approval for access to shooting box.</p>	<p>We collect personal data from the following sources:</p> <ul style="list-style-type: none"> <li>• Directly from you</li> <li>• From the company, association or similar that you are affiliated with</li> <li>• Third parties related to your booking, such as event agencies and industry organisations, e.g. D Danish Conference Venues, when your booking comes from there</li> <li>• Organisers and customers if you are a subcontractor, stand holder and the like without direct contact with us</li> <li>• Public authorities, e.g. the City of Copenhagen in connection with the allocation of premises such as a swimming pool or the police in connection with access to a shooting box</li> <li>• From publicly available sources</li> </ul>	<p>We process your personal data according to the following basis for processing</p> <ul style="list-style-type: none"> <li>• Article 6.1.b (necessary for compliance with a contract to which you are party: e.g. holding an event, completion of a booking and the like).</li> <li>• Article 6.1.c (necessary for us to comply with a legal obligation: e.g. our obligation to control our shooting facility and its affiliated shooting instructors and the Danish Bookkeeping Act)</li> <li>• Article 6.1.f (necessary for the pursuit of our legitimate interest in supply, administration, sale and execution of events, activities and premises etc. and our interest in ordinary business operations)</li> <li>• Article 9.2.a (consent to the processing of sensitive data, including health data, e.g. special dietary requirements or other special needs)</li> </ul>	<p>We can share your personal data with:</p> <ul style="list-style-type: none"> <li>• Suppliers and dealers, including IT suppliers, support, suppliers of goods and financial institutions with whom we cooperate to assist our company</li> <li>• Business partners, external consultants, associations etc.</li> <li>• Trade associations, e.g. Danish Conference Venues, Danske Konferencecentre, if you wish</li> <li>• Public authorities</li> </ul>	<p>We will store personal data as long as it is necessary for the purposes mentioned.</p> <p>Data about customers and users is generally stored for 5 years from the end of the year in which the service was delivered or from the termination of the agreement, if the service is provided on an ongoing basis.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> <li>• Data about customers who have not accepted an offer is stored for 6 months from the date of submission of the offer.</li> <li>• Data about sales leads and potential customers is stored as long as we can legally market ourselves to them.</li> </ul> <p>Data can be stored for a longer period if there are particular reasons for doing so, in particular if it is necessary to comply with a legal obligation or to establish or defend a legal claim or maintain such a claim.</p>

<p>- General business operations, including bookkeeping and other administration</p>	<p>Data, which you may give us in relation to our contact with you, depending on what your relationship with us is.</p> <p><u>Special categories of data:</u></p> <p>Health data that you might give us, e.g. in connection with special dietary requirements (e.g. allergies) or other data you may give us, depending on your relationship with us (guest at an event, in the context of activities etc.)</p>		<ul style="list-style-type: none"> <li>• §11 of the Danish Data Protection Act, with regard to data re. personal identification numbers</li> </ul>		
<p><b>Hotel and parking</b></p>					
<p><u>Hotel operation:</u></p> <p>Your personal data is used in connection with managing your stay at our hotel, e.g.:</p> <p>Handling of room bookings, check-in and check-out, billing, ongoing communication with you in connection with your stay and general management and operation of the hotel.</p> <p>Your personal data is also used for the management of the multi-storey car park and parking agreements.</p>	<p>We process the following categories of personal data about you.</p> <p><u>General Personal Data:</u></p> <p>*Name, *address, *email, *telephone number, gender, age, language preferences, *nationality, payment details, registration number, customer number, passport number and data you provide us with during your stay, e.g. re. special needs or personal considerations such as dietary requirements.</p> <p><u>Special categories:</u></p> <p>Health data, e.g. in connection with special dietary requirements (e.g. allergies) as well as other data that you may give us for your stay at our hotel.</p>	<p>We collect personal data from the following sources:</p> <ul style="list-style-type: none"> <li>• Directly from you, e.g. when booking a hotel room either online or via email/phone</li> <li>• Third parties, through which you made your booking, e.g. booking.com or Expedia</li> </ul>	<p>We process your personal data according to the following basis for processing:</p> <ol style="list-style-type: none"> <li>Article 6.1.b (necessary for compliance with a contract to which you are party)</li> <li>Article 6.1.c (necessary for us to comply with a legal obligation in connection with registration of overnight guests)</li> <li>Article 6.1.d (necessary to protect the vital interests of the person registered or another physical person, e.g. in the context of a possible evacuation of hotel guests)</li> <li>Article 6.1.f (necessary for the pursuit of our legitimate interest in the management and operation of our hotel)</li> </ol>	<p>We can share your personal data with:</p> <ul style="list-style-type: none"> <li>• Suppliers, business partners and dealers, including IT suppliers, support and suppliers of goods</li> <li>• Public authorities in connection with our documentation obligation, e.g. to the police and the fire department</li> </ul>	<p>We will store personal data as long as it is necessary for the purposes mentioned.</p> <p>Data in connection with the operation of our hotel and parking facilities is generally stored for 5 years from the end of the year in which the stay ended or the agreement expired.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> <li>• Data for use for documentation for the authorities is stored for 2 years from the end of the year in which the stay ended, unless the data is included in accounting material, in which case it is stored for 5 years from the end of the year in which the stay ended.</li> <li>• General data about our guests, e.g. data about special needs, is stored for 1 year from the end of the stay.</li> </ul> <p>Data can be stored for a longer period if there are particular reasons for doing so, in particular if it is necessary to comply with a legal obligation or to establish or defend a legal claim or maintain such a claim.</p>

			e. Article 9.2.a (consent to the processing of health data about you in connection with your stay with us)		
<b>Marketing</b>					
<p>Your personal data can be used, for example, for the following purposes:</p> <p><u>Follow-up and customer care:</u></p> <p>General follow-up, e.g. in connection with satisfaction and user surveys, customer analyses etc. related to our services.</p> <p>Follow-up on customer enquiries and general customer service and communication with our customers, e.g. if you have made an enquiry and wish to be contacted.</p> <p>General customer care, e.g. in the form of holding customer events and managing annual gifts and invitations to customers.</p> <p><u>Marketing of DGI Byen:</u></p> <p>Marketing, e.g. targeted communication with you based on your interest and focus areas, sending relevant marketing in the form of newsletters, customer event invitations etc. and in connection with entering competitions.</p> <p>Marketing on and communication on social media, as well as the use of images on social media and via campaigns, advertising and the like, if you have agreed to take part in this.</p>	<p>We process the following categories of personal data about you:</p> <p><u>General Personal Data:</u></p> <p>Personal data, e.g. *name, *email, *telephone number, age, address, date of birth, nationality, workplace, job title, data about relatives/companions and data about your affiliation with us.</p> <p>Data about your experience of an event and the like with us.</p> <p>Data you may give us in connection with communication with us.</p> <p>Data for use when entering into a contract for use of images.</p> <p>Data about you when you visit our website and in connection with general communication with you.</p> <p>Data for use when holding customer events, e.g. data about special needs or dietary requirements you may give us.</p> <p>Photos and videos, e.g. photos and videos for marketing use and photos from events, competitions etc.</p> <p><u>Special categories of data:</u></p> <p>Health data that you may give us for the purpose of holding customer events, e.g. special</p>	<p>We collect personal data from the following sources:</p> <ul style="list-style-type: none"> <li>• Directly from you, e.g. through communication with you or when you visit our website</li> <li>• In the context of activities in our premises</li> <li>• Trade associations, e.g. Danish Conference Venues, <i>Danske Konferencecentre</i>, who conduct user surveys after holding events</li> </ul>	<p>We process your personal data according to the following basis for processing:</p> <ol style="list-style-type: none"> <li>Article 6.1.a (consent)</li> <li>Article 6.1.b (necessary for compliance with a contract to which you are party)</li> <li>Article 6.1.f (necessary for the pursuit of our legitimate interest in marketing, general customer service, customer care, follow-up on our services and in optimising and developing our business)</li> <li>Article 9.2.a (based on your explicit consent to the processing of health data about you, which may be necessary for your participation in an event etc.)</li> </ol>	<p>We can share your personal data with:</p> <ul style="list-style-type: none"> <li>• Contractors, business partners and retailers, including IT suppliers, support, photographers, suppliers of goods etc.</li> <li>• Trade associations, e.g. Danish Conference Venues, <i>Danske Konferencecentre</i>, who conduct user surveys after holding events</li> <li>• The public, e.g. through social media and campaigns</li> </ul>	<p>We will store personal data as long as it is necessary for the purposes mentioned.</p> <p>Data in the context of follow-up, e.g. user surveys, is stored for 18 months from follow-up.</p> <p>Data relating to customer care and customer service is stored for 1 year after the customer was last active. An active customer is a customer, with whom we have been in contact within the past 2 years.</p> <p>Marketing material and data collected in connection with marketing activities are generally stored until the material is no longer relevant, e.g. when a competition is over.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> <li>• If the processing is based on your consent or contract, the material is stored until the consent is withdrawn or the right under the contract ceases.</li> <li>• Documents regulating our use of marketing material are stored for 5 years after the termination of processing.</li> <li>• The data related to sending out newsletters and other marketing is kept for 1 year after the last activity. An active customer is a customer, with whom we have been in contact within the past 2 years. Consequently, this data is</li> </ul>

<p>Invitations to, and holding of customer events, e.g. New Year's Banquet.</p> <p>We also collect personal data through your use of our website, e.g. to optimise the user experience. See more about this in our cookie policy.</p>	<p>considerations to be taken into account.</p>				<p>deleted no later than 3 years after the last contact.</p> <p>Data can be stored for a longer period if there are particular reasons for doing so, in particular if it is necessary to comply with a legal obligation or to establish or defend a legal claim or maintain such a claim.</p>
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### 3 MANDATORY DATA

The data marked with \* is mandatory. If you do not provide this data - depending on your relationship with us - we cannot offer you our services.

### 4 YOUR RIGHTS

You have the following rights:

- You have the right to request access to, rectification or deletion of your personal data.
- **You also have the right to oppose the processing of your personal data and to limit the processing of your personal data.**
- **In particular, you have an unconditional right to oppose the processing of your personal data for direct marketing purposes.**
- If the processing of your personal data is based on your consent, you have the right to revoke your consent at any time. Your revocation will not affect the lawfulness of the processing done before your revocation of your consent.
- You have the right to receive the personal data you have provided yourself in a structured, commonly used and machine-readable format (data portability).
- You can always file a complaint with a data protection authority, e.g. the Danish Data Protection Agency.

You can make apply your rights, e.g. you can revoke a consent by emailing DGI Byen's personal data manager at [gpr@dgi-byen.dk](mailto:gpr@dgi-byen.dk)

There may be conditions or restrictions for these rights. It is therefore no guarantee, for example, that you have the right to data portability in the specific case. This depends on the specific circumstances of the processing activities.

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