

FESTHALLEN – PRIVATLIVSPOLITIK (DA)

OFFICIEL MOBILAPPLIKATION

Senest opdateret: 11/03-2026

Denne privatlivspolitik beskriver, hvordan Festhallen-applikationen ("Appen") behandler dine personoplysninger i overensstemmelse med Europa-Parlamentets og Rådets forordning (EU) 2016/679 (Databeskyttelsesforordningen, "GDPR").

Har du spørgsmål, kan du kontakte os på kontor@ringstedfestival.dk.

1. DATAANSVARLIG

Ringsted Festival ApS

Søndervang 2, 4100 Ringsted

CVR: 34042268

E-mail: kontor@ringstedfestival.dk

Ringsted Festival ApS er dataansvarlig i henhold til databeskyttelsesforordningen (EU) 2016/679 (GDPR) for behandlingen af personoplysninger i forbindelse med Appen.

2. HVILKE OPLYSNINGER INDSAMLER VI?

2.1 Profiloplysninger

- Fulde navn
- E-mailadresse
- Telefonnummer (valgfrit)
- Profilbillede (valgfrit)

2.2 MitID-verificering

- Verificeringsstatus (godkendt/afvist)
- Aldersverificering

Vi modtager **ikke** dit CPR-nummer eller MitID-legitimationsoplysninger. MitID-verificeringen håndteres af Nets/MitID, og vi modtager kun en bekræftelse på din identitet og alder.

2.3 Billet- og eventdata

- Billetoplysninger (type, dato, status)
- Billetoverførselshistorik
- Check-in/check-out data
- Wallet-saldo og transaktionshistorik (Beats credits)
- Købshistorik (drikkevarer, merchandise)

2.4 Tekniske data

- Enhedstype og styresystem
- App-version
- IP-adresse (anonymiseres)
- Push-notifikation tokens

- NFC/RFID-armbåndsidentifikator (hvis aktiveret)

3. FORMÅL OG RETSGRUNDLAG

Formål	Retsgrundlag (GDPR)
Oprettelse og administration af brugerprofil	Art. 6(1)(b) – Opfyldelse af aftale
Levering af billetservice (claim, visning, overførsel)	Art. 6(1)(b) – Opfyldelse af aftale
Aldersverificering via MitID	Art. 6(1)(c) – Retlig forpligtelse
Wallet og betalingsadministration (Beats)	Art. 6(1)(b) – Opfyldelse af aftale
Push-notifikationer om event og billet	Art. 6(1)(f) – Legitim interesse
Adgangskontrol (gate scanning, NFC)	Art. 6(1)(b) – Opfyldelse af aftale
Teknisk drift, fejlretning og sikkerhed	Art. 6(1)(f) – Legitim interesse
Markedsføring (kun med samtykke)	Art. 6(1)(a) – Samtykke

4. DELING AF OPLYSNINGER

Vi deler personoplysninger med følgende kategorier af modtagere:

Modtager	Formål	Land
MitID / Nets	Identitets- og aldersverificering	Danmark
Postmark (ActiveCampaign)	Transaktionelle emails	USA (EU SCC)
Swedbank Pay	Kortbetalinger	Sverige
Apple / Google	Wallet passes, push-notifikationer	USA (EU SCC)

5. OPBEVARING

Datatype	Opbevaringsperiode
Brugerprofil	Så længe kontoen er aktiv + 12 måneder
Billetedata	Indtil 6 måneder efter event
Transaktioner (Beats, køb)	5 år (bogføringsloven)
MitID-verificering	Kun status opbevares, så længe profil er aktiv
Tekniske logs	90 dage

6. DINE RETTIGHEDER

Du har efter GDPR ret til:

- Indsigt i dine personoplysninger
- Berigtigelse
- Sletning i visse tilfælde

- Begrænsning af behandling
- Indsigelse
- Dataportabilitet
- At trække samtykke tilbage

Henvendelser rettes til kontor@ringstedfestival.dk.

7. SIKKERHED

Vi anvender passende tekniske og organisatoriske foranstaltninger, herunder kryptering (TLS/HTTPS), adgangskontrol, logning og regelmæssig sikkerhedstest.

8. KLAGE

Du kan indgive klage til Datatilsynet, Carl Jacobsens Vej 35, 2500 Valby, Danmark.

9. ÆNDRINGER

Festhallen kan løbende opdatere denne privatlivspolitik. Den gældende version vil altid være tilgængelig i Appen.

FESTHALLEN – PRIVACY POLICY (EN)

OFFICIAL MOBILE APPLICATION

Last updated: 11/03-2026

This privacy policy describes how the Festhallen application (the "App") processes your personal data in accordance with Regulation (EU) 2016/679 (the General Data Protection Regulation, "GDPR").

If you have any questions, you can contact us at kontor@ringstedfestival.dk.

1. DATA CONTROLLER

Ringsted Festival ApS

Søndervang 2, 4100 Ringsted

CVR: 34042268

Email: kontor@ringstedfestival.dk

Ringsted Festival ApS is the data controller pursuant to Regulation (EU) 2016/679 (GDPR) with regard to the processing of personal data in connection with the App.

2. WHAT DATA DO WE COLLECT?

2.1 Profile information

- Full name
- Email address
- Phone number (optional)
- Profile picture (optional)

2.2 MitID verification

- Verification status (approved/rejected)
- Age verification

We do **not** receive your CPR number or MitID credentials. MitID verification is handled by Nets/MitID, and we only receive confirmation of your identity and age.

2.3 Ticket and event data

- Ticket information (type, date, status)
- Ticket transfer history
- Check-in/check-out data
- Wallet balance and transaction history (Beats credits)
- Purchase history (beverages, merchandise)

2.4 Technical data

- Device type and operating system
- App version
- IP address (anonymised)
- Push notification tokens

- NFC/RFID wristband identifier (if activated)

3. PURPOSE AND LEGAL BASIS

Purpose	Legal basis (GDPR)
Creation and administration of user profile	Art. 6(1)(b) – Performance of contract
Delivery of ticket services (claim, display, transfer)	Art. 6(1)(b) – Performance of contract
Age verification via MitID	Art. 6(1)(c) – Legal obligation
Wallet and payment administration (Beats)	Art. 6(1)(b) – Performance of contract
Push notifications about event and ticket	Art. 6(1)(f) – Legitimate interest
Access control (gate scanning, NFC)	Art. 6(1)(b) – Performance of contract
Technical operations, debugging, and security	Art. 6(1)(f) – Legitimate interest
Marketing (with consent only)	Art. 6(1)(a) – Consent

4. SHARING OF DATA

We share personal data with the following categories of recipients:

Recipient	Purpose	Country
MitID / Nets	Identity and age verification	Denmark
Postmark (ActiveCampaign)	Transactional emails	USA (EU SCC)
Swedbank Pay	Card payments	Sweden
Apple / Google	Wallet passes, push notifications	USA (EU SCC)

5. RETENTION

Data type	Retention period
User profile	As long as account is active + 12 months
Ticket data	Until 6 months after event
Transactions (Beats, purchases)	5 years (Danish Bookkeeping Act)
MitID verification	Status only, as long as profile is active
Technical logs	90 days

6. YOUR RIGHTS

Under the GDPR, you have the right to:

- Access your personal data
- Rectification
- Erasure in certain cases

- Restriction of processing
- Object to processing
- Data portability
- Withdraw consent

Enquiries should be directed to kontor@ringstedfestival.dk.

7. SECURITY

We implement appropriate technical and organisational measures, including encryption (TLS/HTTPS), access control, logging, and regular security testing.

8. COMPLAINTS

You may lodge a complaint with the Danish Data Protection Agency (Datatilsynet), Carl Jacobsens Vej 35, 2500 Valby, Denmark.

9. AMENDMENTS

Festhallen may update this privacy policy from time to time. The current version will always be available in the App.