

## **Data Protection Policy**

This policy covers the personal information that APCOA PARKING Danmark A/S (with the subsidiary name: Europark) collects, uses and shows in connection with the use of our websites (www.apcoa.dk, www.europark.dk, www.apcoaflow.dk and parking.bl.dk) and/or other services, applications, websites or medias controlled by APCOA PARKING Danmark A/S or APCOA PARKING Holdings GmbH. Your use of the before mentioned websites, applications, services etc. is subject to this data protection policy as well the terms and conditions of these websites.

The term “personal information” refers to any form of information about an identified or identifiable physical person, as defined by the current data protection legislation. If you provide us with personal information of a person other than yourself, you are asked to ensure that you are entitled to give us this information.

This policy will be adjusted from time to time. We therefore recommend that you read this policy thoroughly every time you visit the website, or use another media covered by it.

The data controller is APCOA

- APCOA PARKING Danmark A/S
- Lanciavej 1 A, 7100 Vejle
- CVR No .: 19055108
- Phone: 70231331
- Mail: info@apcoa.dk

You can contact our master data manager in the following ways:

- On e-mail: info@apcoa.dk
- On the phone: 70231331

### **What is a cookie?**

A cookie is a small text file which is stored on your computer or other IT equipment. It allows the website to recognize your computer and collect information about webpages and features which are visited with your computer. The information contained in the cookie is in unidentifiable form.

Cookies are basically used by all websites and are in many cases a prerequisite for the website to function.

Our website uses Google Analytics, which is a web analytics service that uses cookies. The sole purpose of this statistic is to improve user experience. We only collect information about your use of www.apcoa.dk (and www.europark.dk) and no other activity on the Internet. Google Analytics collects information about your operating system, browser, IP address, the previously visited website, as well as the date and time of your visit to our website. You can find more information about this at Google – for one at: [www.google.com/intl/en/privacypolicy.html](http://www.google.com/intl/en/privacypolicy.html). Data from cookies cannot be used to collect personal information about you. No information from cookies is forwarded or sold to third parties.

### **Cookies on the site**

If you are a visitor to the APCOA PARKING Denmark website, you are completely anonymous and we never collect information that can lead back to you as a person, unless you sign up for one of our services or send us a request in which you submit such information.

### **Disable cookies**

If you want to opt out of cookies, now or in the future, you can do this via your browser settings. You can block cookies from this and other websites by adding the domain under Internet settings in your browser. Read more about how to opt out of cookies through your browser at [minecookies.org](http://minecookies.org).

### **What happens if I opt out of cookies?**

If you opt out of cookies in your browser settings, it will not be registered when you are browsing the internet. However, you should be aware that by deselecting cookies you will also automatically deselect part of the website functionality and it may not work properly.

### **Why do we inform about cookies?**

We inform about the use of cookies because we, as all other Danish websites, are required to, in accordance with the Executive Order on Information and Consent Required in Case of Storing or Accessing Information in End-User Terminal Equipment.

### **Personal data protection**

It is important to Apcoa that you feel safe about us handling your personal information. Apcoa is responsible for the data gathered and handled at the parking areas which we administer. We comply with the Act on Processing Personal Data and the General Data Protection Regulation.

### **What information do we collect and for what purpose?**

Depending on which services you use, we register and save your personal information. E.g. when you are using our services or registering to receive our newsletter. By use of these services we typically save your name, address, telephone number and e-mail address. We save this information in order to process your order as quickly as possible and serve you in the best way possible. In compliance with the Act on Processing Personal Data article 13 and 14, you will always be informed before we collect any of your personal information.

We collect your information, amongst others, to be able to fulfill an agreement that we have with you as a customer when we have a legitimate interest in collecting the information. E.g. if you have been administered a parking fee.

**Collection of your information is for the following purposes:**

- Payment of a parking fine.
- Inquiries about a parking fine.
- When contacting us for Customer Support.
- When renting / booking a parking space.
- When registering your parking digitally.
- When you register on our sites such as APCOA FLOW, or as a "regular user" at our ANPR sites or use [www.parkering.bl.dk](http://www.parkering.bl.dk).
- In connection with a job application.
- Necessary credit card data and billing information (for services which require payment)
- For further developing our websites, improving our services and possibly to analyze on the efficiency of our advertising campaigns.

APCOA may wish to send you a newsletter with offers and opportunities. You will only be signed up for this service if you give your consent, and you will be able to unsubscribe at any time and revoke your consent. You will also receive a request from us to update the information we have registered about you.

**The legal basis for processing**

- The Act on Processing Personal Data article 6, section 1, litra b, when a contract has been entered between you as a parking customer and APCOA PARKING.
- The Act on Processing Personal Data article 6, section 1 litra f, when APCOA PARKING has a legitimate interest in pursuing a claim against you as a parking customer. E.g. if you have parked in violation with the regulations at a parking area, and have been issued a parking fine.
- The Act on Processing Personal Data article 6, section 1, litra a, when APCOA PARKING have been given your consent to send you newsletters.

**Source**

APCOA collects the information directly from you, and/or a third person, E.g. with our customer, or our suppliers.

**Security**

We have high standards of security, which also apply to the protection of your personal information. Therefore, we have a number of internal procedures, policies and technical measures that ensure that we comply with our high security standards.

**Where are your personal data stored?**

Your personal information is stored on a secured network and can only be accessed with special rights. We cannot and will not be able to view your credit card information as these are handled encrypted and secured by our payment partners.

**Storage Period**

The information is stored in accordance with applicable laws and we delete the information when it is no longer necessary. The period of storage depends on the type of processing and the nature

of the information. This has been laid down in accordance with the obligations APCOA is subjected to by the current legislation, as well as for securing information.

We are also committed to comply with the provisions in the Danish Financial Statement Act, section 10. Relevant information in connection with this cannot be deleted until the time stipulated by the legislation has expired.

### **Disclosure of Personal Information**

To assist us with a variety of tasks, we use certain data processors. We only use data-processing companies that have signed a data-processing agreement and, in addition, have provided guarantees that they also comply with applicable laws.

Your personal information will not be shared with other parties, unless you have given your consent, or in the case that it is required in accordance with the applicable law. Information can be shared in the following situations:

- In case of a restructuring, or a complete or partial sale, of the company
- In the case of any police investigation. The sharing of information will happen in compliance with the current legislations.
- In the case of passing a case to the debt collection agency.
- In the case of passing the case to the parking board of appeal
- In the case where the app Easypark has been used.
- In case another parking company is to take over management, in order for the parking customers not to have any inconveniences because of the switch in management.

### **APCOA Group**

Apcoa Parking Danmark A/S is a part of the APCOA GROUP which has parking companies in 12 European countries, which share name, values, knowledge and expertise, with each company being an independent judicial unit, with local management.

As a part of the cooperation within the group, personal information can be transferred to countries within the EU/EØS, which provide specific protection of personal data. We share data with our parent company and our owners, when necessary for administrative purposes, and to provide professional services to our customers, or when the parent company performs revisions of transactions.

## **Your rights as registered**

### **Access your personal information**

You are entitled to gain insight into the information we have collected about you, subject to certain statutory exceptions in connection with the regulations regarding the processing of personal information. You also have the right to object to our collection and to the further processing of your personal information. You also have the right to have your personal information corrected if needed.

In addition, we assist you with your right to data portability.

**Do you want to change your information or unsubscribe?**

Write to: [info@apcoa.dk](mailto:info@apcoa.dk) if we need to change or delete personal information we have registered about you, if you do not wish to receive more messages from us, want to revoke consent or if you have any questions about the guidelines in our Privacy policy.

**Complaint about treatment**

You always have the opportunity to contact us regarding our processing of your information.

You also have the opportunity to complain about our processing of your information to the Danish Data Protection Agency on their website: [www.datatilsynet.dk](http://www.datatilsynet.dk).

**Regulations**

The rules which apply to APCOAS' processing of your personal information can be found in the Act on Processing Personal Data and the General Data Protection Regulation.