

Privacy policy – handling of personal data at Copenhagen Family Tours

1. Who is responsible for the data handling and who can I contact?

Maike Friede Hens is responsible for handling of personal data, we collect about our customers. er dataansvarlig for behandlingen af de personoplysninger, som vi har indsamlet om dig.

Contact data:

Maike F. Hens

Lergravsvej 51A

2300 København S

CVR 37664006

You can contact us by writing an e-mail to maike@familytours.dk

2. Purpose of collecting, storing and processing your data.

We process personal data and for transparency reasons we have this privacy policy to let you know, how we collect and process your personal data.

Generally, we only collect personal data for specific reasons based on specific legitimate interests. We only process personal data which is relevant and necessary to fulfil the respective tasks and we delete your data, when we no longer need them.

We use your data for

- Buying, selling and delivering our services
- Optimization of products, services and user experience
- Marketing

3. What kind of personal data do we collect and process?

We process the following personal data about you:

- Name, e-mail address, phone number
- What you bought and eventually notes taken connected to what you bought
- Your browser and operating system, IP-address and the website you came from to our page

We do not store other personal information about you.

4. Disclosure and processing of your information by third parties

We do not disclose your personal information to others unless you have expressly consented to it.

What do you give consent to?

When you buy goods and services at familytours.dk/Copenhagen Family Tours, you also agree that we use your information for the purposes stated in point 2.

We collaborate with a number of third parties to sell, deliver, optimize and market products from Copenhagen Family Tours. We have ensured that these partners treat data securely: that they comply with the Personal Data Act and the Personal Data Regulations (GDPR) and related acts applicable from 25 May 2018, if they are domiciled within the EU and that they comply with EU-U.S. Privacy Shield Framework and Swiss-U.S. Privacy Shield Framework if they are located outside the EU.

You can see the updated list of partners and subcontractors with whom we share your information here:

1. One.com is used for hosting the website and e-mail server.
2. Billy.dk is used for accounting. Data processing agreement is in place.
3. Stripe.com is used as payment gateway. Data processing agreement is in place.
4. Microsoft OneDrive is used for storing data about the tours.
5. Wordpress/Bookly Plugin is used when you book tours directly online through our website.
6. Your personal guide will receive your e-mail address and the contract states that personal data on you are only to be used connected to the booked tour and have to be deleted after ended tour.

Embedded content from other webservices

Content on familytours.dk can contain embedded content (eg videos, pictures, articles, etc.). Embedded content from other sites behaves in exactly the same way as if the visitor visited the other site. These sites may collect data about you, use cookies, embed extra third-party tracking, and monitor your interaction with this embedded content, including tracking your interaction with embedded content if you have an account and a login to that site.

5. Storage of your personal data? When are they deleted?

We keep and process your information as long as we assess it relevant and you use our service. We will keep your information for a reasonable period of time after you have been on a tour with us, then we will delete your information.

- Customer inquiries on email: Your contact data is stored in our address book as long as it is deemed relevant, usually for 10 years according to Danish financial laws.
- Logging of your IP address when you use our services is stored for 6 months after which the data is automatically anonymised.

However, we note that we can still store your information if this can be done in accordance with another processing right.

6. Your rights

You have a number of special rights under the Personal Data Regulation when we process personal information about you:

- . The right to withdraw consent for the collection and processing of data
- The right to be informed about the processing of data
- The right to access your own personal data
- The right to rectification
- The right to delete
- The right to limit treatment
- The right to data portability (disclosure of data in a commonly used format)
- The right to object

You can use your rights, including objecting to our treatment, by contacting us. You will find the contact information at the top. For example, if you are addressing a request to correct or delete your personal information, we will make changes or deletions as soon as possible. You can always file a complaint with a Data Protection Supervisor, eg. Data Protection Agency.

7. Changes to this privacy policy and additional information

We may update this Privacy Policy from time to time. If there are significant changes, you will be informed about this.

If you have any questions or concerns about this privacy policy or about our privacy protection in general, please feel free to contact us at maike@familytours.dk