

Nimb – Personal Data Policy

Processing of personal data

As a natural part of Tivoli's activities and marketing of Tivoli, including Hotel Nimb, we process personal data regarding our guests. Tivoli's policy is for this processing to be transparent. This policy therefore describes how Tivoli processes the personal data that are collected in connection with your stay at Hotel Nimb and through the use of our website, nimb.dk.

1. The controller

Tivoli A/S, CVR no. 10404916, Vesterbrogade 3, 1620 Copenhagen, Denmark, (Tivoli Nimb) is the controller responsible for collecting and processing personal data described in this policy.

2. Collection of personal data

Tivoli Nimb collects, stores and processes personal data about you in connection with your visit to Hotel Nimb and use of our website. You will always be informed in connection with the collection of your personal data. Your personal data will often be your name, address, e-mail address, telephone number, date of birth, credit information and information about your stay at Hotel Nimb, preferences, usage, and so on.

In connection with providing information, the extent to which your consent is voluntary or necessary for performing the desired action, e.g. making a purchase in our online shop, will always be apparent.

The data are primarily collected directly from you, but we may also receive information from other sources, including independent booking service providers, such as DinnerBooking.

3. Why does Tivoli Nimb process your personal data?

Tivoli Nimb processes personal data about you for the following purposes:

To complete orders in the online shop:

In order to complete and deliver orders that you place in Tivoli Nimb's online shop, e.g. a room booking, Tivoli Nimb processes data about you in order to fulfil the agreement. For example, we ask for your e-mail address so we can send you a receipt for your purchase.

Staying at Hotel Nimb:

Tivoli processes and stores data about you in connection with your stay at Hotel Nimb and to offer you the services that you may have ordered. We collect and process your data to enable us to optimise your experience during your stay at Hotel Nimb, as well as to provide the best possible service for future stays.

In some cases, we are obliged to ask you to show ID in the form of a passport or similar for documentation purposes.

Marketing and newsletters

If you consent, Tivoli Nimb will process your personal data in order to send e-mails and newsletters from Tivoli containing relevant membership benefits and offers, information on events and discounts in Tivoli, and offers and benefits that are available from Tivoli's partners. Tivoli collaborates with businesses within the tourism, automotive, clothing, drinks, hotel and energy industries. A list of Tivoli's current partners is available at www.tivoli.dk/erhverv/sponsorer. It will always be Tivoli that sends out the offers on behalf of our partners. If you do not wish to receive these e-mails and newsletters, as a member you can unsubscribe by e-mailing pr@nimb.dk or by clicking the link labelled "If you no longer wish to receive Nimb's newsletter, unsubscribe here" at the bottom of the newsletter.

Please note that use of personal data for transmission of marketing materials only takes place if you have explicitly consented to this in advance, unless the law allows for us to contact you without your consent. Where this is the case, our basis for processing your personal data will be Tivoli's legitimate interest in marketing.

Monitoring:

Tivoli Nimb performs video monitoring at our premises. Video monitoring is performed on the basis of Tivoli Nimb's legitimate interest in the prevention of criminal activity and the safety of our guests. Tivoli has erected signs in the areas in which video monitoring takes place.

Recordings will only be accessed and viewed in the event of suspected criminal activity or in connection with internal/external checks. Similarly, recordings may be reviewed in order to clarify safety-related incidents.

The recordings may be handed to the police in the event of criminal activity or suspected criminal activity, or where the handover is required in accordance with the law.

If you visit the Gardens in connection with your stay at Hotel Nimb, monitoring to the extent outlined above may be performed.

Customer service and communications:

When you contact customer service or communicate with us in any other context, we collect and process the data you provide in order to process your enquiries. We urge you not to provide us with sensitive information unless strictly necessary to the processing of your enquiry. In connection with this, data should only be sent in encrypted form if you are sending such data via e-mail.

Use of the website:

Tivoli Nimb has access to data on visitors to the website and the visitor's use of the website and its features.

When you have visited Tivoli Nimb's website, we collect the following information about you:

- The pages you visited, when and for how long
- The browser type
- IP address
- User behaviour on the website (in anonymised form)
- The advertisements that were sought out
- Preferred language
- Session ID – deleted when the session is closed

The data collected are processed on the basis of Tivoli Nimb's legitimate interest in learning about how users use our website. This information is used to improve the website. We also use data about all our users' navigation to understand how our users as a group use the website, and against this background, try to make the website better. We cannot see where you come from or move on to on the internet when you leave our site. We also collect information about the products that our users, as a group, prefer. This information is also used to improve the website.

Other purposes:

Beyond the above purposes, Tivoli Nimb may similarly process your personal data in order to fulfil legislative requirements or to establish, assert or protect legal claims.

4. With whom does Tivoli Nimb share your personal data?

Tivoli Nimb does not disclose your personal data to third parties without your consent, including if such disclosure is necessary to the fulfilment of an agreement to which you are a party, for example, agreements with partners in connection with the Tivoli annual card. In certain circumstances, and in accordance with legislation, it may be necessary to disclose personal data to public authorities or to the police. For example, information may be passed to the police in the event of suspected credit card fraud.

In certain cases, Tivoli Nimb makes your personal data available to Tivoli Nimb's suppliers, who provide services on behalf of Tivoli Nimb, for example, in connection with sending out newsletters. These suppliers only process the personal data on behalf of Tivoli Nimb and in accordance with Tivoli Nimb's instructions. They cannot therefore process personal data for their own purposes.

5. Cookies

Tivoli Nimb uses cookies on its website and in apps. These may collect personal data. Our use of cookies and processing of personal data in connection with this are described in further detail in our cookie policy, which is available [at nimb.dk under "cookies/privatlivspolitik her"](https://nimb.dk/cookies/privatlivspolitik).

6. Revoking consent

You are entitled to revoke any consent that you may have granted Tivoli Nimb at any time. We will then delete the personal data, unless we are able to continue processing it on some other legitimate basis. However, revocation of consent may mean we are no longer able to offer you the same products and services.

Consent for our newsletter can be revoked via the unsubscribe link in each communication.

7. Your rights

You are entitled to know what data Tivoli Nimb processes about you and the purpose of processing the data. You are also entitled to object to your personal data being processed, including for profiling, and to request rectification, erasure or blocking of data that are incorrect, misleading or have otherwise been processed in contravention of the relevant legislation, or to request that the processing be restricted.

In certain cases, you are entitled to receive the personal data that Tivoli Nimb controls in a structured, commonly used and machine-readable format, and to transmit those data to another controller.

You also have the right to object to your personal data being processed with a view to direct marketing.

If you wish to exercise these rights, please contact:

Tivoli A/S
Att: Nimb
Vesterbrogade 3
DK-1630 Copenhagen V
E-mail: pr@nimb.dk
Telephone: +45 88 70 00 00

8. Security

Tivoli Nimb emphasises that all personal data are treated confidentially, and that the data are only processed by employees who have been trained in how to process personal data in order to prevent data from being destroyed or falling into the hands of unauthorised persons.

9. Storage of personal data

Tivoli Nimb will update the stored data as required to ensure that the data are correct at all times.

Your personal data will be deleted when it is no longer necessary for Tivoli to process or store them for the above purposes or on the basis of other legitimate purposes, including on the basis of applicable legislation or in order to establish, assert or protect legal claims.

Recordings from video monitoring for the purpose of preventing criminal activity are deleted or anonymised no later than 30 days after the recording is made, unless it is necessary for Tivoli to store the recordings in order to process a specific dispute, such as in connection with the clarification of criminal activity or other illegal activities. Recordings from video monitoring for other purposes will be deleted when storage of the data no longer serves a substantive purpose.

The data may similarly be stored for longer in anonymised form, i.e. it will no longer be possible to link the data to you.

10. Links to other websites, etc.

Our website may contain links to other websites or to integrated websites. We are not responsible for the content of other companies' websites or their practices with regard to the collection of personal data. When you visit other websites, we urge you to read the owners' policies in regard to personal data protection and other relevant policies.

11. Contact

If you have questions about or wish to complain about the processing of personal data, you can always contact Tivoli Nimb via e-mail or telephone, as described above. You may also contact the Danish Data Protection Agency, Borgergade 28, 5., 1300 Copenhagen K, Denmark.

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