

Privacy policy

This privacy policy sets out how the Fjord link Frederikssund ("we" or "us") processes your personal data when you use our products and services as well as the website www.fjordpay.dk (hereinafter referred to as the "Website").

You can read below about the data we collect, how we collect it and what we use it for.

Safeguarding your personal data is important to us.

Please also refer to our cookie policy.

1. Data Controller

The legal entity that is responsible for processing your personal data is: the independent public company, the Fjord link Frederikssund

Havnegade 2-4
3600 Frederikssund
Tel: +45 3133 9791
E-mail: persondata@fjordforbindelsen.dk
CVR number: 37262749
(Hereinafter referred to as the "Fjord link")

2. Description of processing

Objective #1: Setting up and administering your contract with the Fjord link and your use of automatic payment for passage across the Fjord link Frederikssund.

When you enter into a contract for automatic payment for passage across the Fjord link, we collect personal data in order to set up and administer your contract with us.

Categories of personal data

We process the following categories of personal data about you:

Entering into and administering a payment contract (private and business-related):

- A. Basic information:
Number plate of motor vehicle*, name*, postcode*, city*, country*, e-mail*, telephone number, payment card details*, type of vehicle, weight, bank and account number if applicable and information on previous usage
- B. Video footage and image of your vehicle and number plate.
- C. Transactions made by automatic payment.

If you take out a contract with us in a professional capacity, we also process:

All aforementioned data as well as company name*, CVR no.* and contact person*.

*= mandatory information which must be provided by you when entering into the contract.

Entering into and administering a time-limited payment contract:

A. Basic information:

Number plate of motor vehicle*, name*, postcode*, city*, country*, e-mail*, telephone number, payment card details*, type of vehicle, weight, bank and account number if applicable, and information on previous usage

B. Video footage and image of your vehicle and number plate.

C. Transactions made by automatic payment.

*= mandatory information which must be provided by you when entering into the contract.

Sources

We collect data from the following sources:

- Directly from you
- Public authorities, including the central registry of motor vehicles.

Lawful basis for processing

We process your personal data as described based on the following lawful basis for processing:

- GDPR article 6.1.b (necessary for compliance with a contract to which you are a party).

Recipients

We can share your personal data with:

- Suppliers, including IT suppliers, that we work with, including in connection with registration or other transfer of content on the Website.
- Suppliers and agents, including IT suppliers, support and financial institutions that we work with to assist our company.

Storage

We store your personal data for as long as it is necessary for the purposes mentioned.

- Basic information about you as a customer is stored for as long as the customer relationship remains in force and for a maximum of three years from the end of the contractual relationship.
- Images of your vehicle and your number plate will be stored for a maximum of 180 days after the recording has taken place for the purpose of documenting use of the link and in the event of an objection to an unauthorised payment. In special cases, however, images can be stored for a longer period if they are to be used as documentation in a specific dispute or in legal proceedings in accordance with the regulations in the Act concerning a new Fjord Link at Frederikssund.
- Data concerning your transactions are stored for the current year plus 5 years in accordance with the requirements of the Danish Bookkeeping Act.

Objective #2: Handling your passage across the Fjord link Frederikssund (when you do not have a contract with the Fjord link for automatic payment)

We process your personal data in order to collect the correct payment from you for your passage across the Fjord link Frederikssund. This can be done in two ways:

- A. If you use a Bizz or other active means of identification, processing may be done by forwarding your transaction information to the issuer of the means of identification used for your passage. This is in order that the issuer can charge you for your passage in accordance with your contract with the issuer.
- B. If you do not use an active or readable means of identification (such as a Bizz), we will refer to the central registry of motor vehicles in order to identify you as the owner/user of the vehicle and charge you for your passage.

Categories of personal data

We process the following categories of personal data about you:

Re. a) Basic personal data:

- Video footage and image of your vehicle and number plate, the number of the Bizz or other active means of identification used for passage, vehicle type, weight and transaction information.

Re. b) Basic personal data:

- Video footage and image of your vehicle and number plate, transaction information, name, address and other information that may be relevant for identifying you as owner/user of the vehicle and for correct charging for your passage.

Sources

We collect data from the following sources:

- Directly from you.
- Public authorities, including the central registry of motor vehicles.

Lawful basis for processing

We process your personal data as described based on the following lawful basis for processing:

- GDPR article 6.1.b (necessary for compliance with the Fjord link contract).
- GDPR article 6.1.e (necessary for the performance of a task in the public interest as assigned to the data controller).

Recipients

We can share your personal data with:

- Suppliers and agents, including IT suppliers, support, product suppliers and financial institutions as well as debt collection partners that we work with to assist our company.
- Issuers of automatic payment (e.g. issuers of Bizz or other similar providers of an active means of identification with whom you have a contract and who are approved by the Fjord link).

Storage

We store your personal data for as long as it is necessary for the purposes mentioned.

- Images of your vehicle and your number plate will be stored for a maximum of 180 days after the recording has taken place for the purpose of documenting use of the link and in the event of objections to unauthorised payments. In special cases, however, images can be stored for a longer period if they are to be used as documentation in a specific dispute or in legal proceedings in accordance with the regulations in the Act concerning a new Fjord Link at Frederikssund.
- Data concerning your transactions are stored for the current year plus 5 years in accordance with the requirements of the Danish Bookkeeping Act.

Objective #3: Statistics and website optimisation

Through your use of the Website, we collect and process personal data from you. We use this data for statistical purposes and to optimise the user experience of our Website and the services we offer. See more about this in our cookie policy.

Categories of personal data

We process the following categories of personal data about you:

- Cookies

Sources

We collect data from the following sources:

- Directly from you via your browser

Lawful basis for processing

We process your personal data as described, based on the following lawful basis for processing:

- GDPR article 6 (1) (f) (Necessary in the pursuit of the Fjord link's legitimate interests, including:
 - Statistics
 - Optimisation of the Website

Recipients

We can share your personal data with:

- Suppliers, including IT suppliers, that we work with for marketing purposes, for collecting information for statistical reasons and for optimising your user experience, including for orders or other transfer of content on the Website.

Storage

We store your personal data for as long as it is necessary for the purposes mentioned.

- Cookies are deleted in accordance with the Fjord link's cookie policy. See cookie policy.

Objective #4: Subscription to and administration of newsletters as well as profiling and evaluation of customer satisfaction

- a) With respect to the subscription to and administration of newsletters, we collect personal data from you. This is used for statistical and marketing purposes, including targetting our communication with you based on your areas of interest and focus, and for sending you relevant marketing if you have expressly given your consent. For the purpose of targetting our marketing, we may compile personal data or profiling for the purpose of targetting our marketing to you.
- b) Customer satisfaction surveys: personal data is used for customer satisfaction surveys. We use your data from time to time to send you satisfaction surveys with a view to improving our services and overall customer experience.

Categories of personal data

We process the following categories of personal data about you:

- a) Name* and e-mail*
- b) Basic personal data: Name*, e-mail* and telephone number.

Sources

a) + b) We collect data from the following sources:

- Directly from you.

Lawful basis for processing

- a) We process your personal data as described based on the following lawful basis for processing:
 - GDPR article 6.1.f Necessary for the pursuit of the Fjord link's legitimate interests, including the sending out of newsletters that you have consented to receive.
- b) We process your personal data as described based on the following lawful basis for processing:
 - GDPR article 6.1.f Necessary for the pursuit of the Fjord link's legitimate interests, including marketing purposes, statistics and the evaluation of customer satisfaction.

Recipients

We can share your personal data with:

- Suppliers, including IT suppliers, with whom we collaborate for marketing purposes, collecting statistical data and optimising your user experience, including in relation to ordering or other transfer of content on the Website

Storage

We will store your personal data for as long as it is necessary for the purposes mentioned. Up to two years after the last time consent was used as a lawful basis for processing.

Objective #5: Quality assurance and training of the Fjord link's customer service staff

If, on a call to the Fjord link's customer service, you give your consent, we will record your telephone enquiry to the Fjord link's customer service. This is for the purposes of quality assurance and the training of the Fjord link's customer service staff.

Categories of personal data

We process the following categories of personal data about you:

A. Basic personal data:

- Name, telephone number and other information to which your enquiry may relate.

Sources

We collect data from the following sources:

- Directly from you

Lawful basis for processing

We process your personal data as described based on the following lawful basis for processing:

- GDPR article 6 (1) (a) (Consent)

Recipients

We can share your personal data with:

- Suppliers, including IT suppliers, that we work with as part of the recording and storing of your telephone conversations.

Storage

We will store your personal data for as long as it is necessary for the purposes mentioned.

- Recordings are stored for a maximum of 30 days from the time of recording. If a specific conversation is to be used for training purposes, it will be removed and stored for a maximum of 90 days.

Objective #6: Gain insight about you as a user of the Fjord link's pages on social media and communication with you on social media

We collect information about you when you use the Fjord link's fan page or the company page on social media.

The Fjord link has joint data responsibility with the social media platform for the collection of personal data about you when you visit our social media page.

You can read the agreement on joint data responsibility with Facebook [here](#).

Categories of personal data

Facebook's privacy policy sets out what data is collected and how this is processed when you visit the Fjord link's Facebook page. Read more about Facebook's privacy policy [here](#).

The Fjord link also processes the information that you send to the Fjord link, e.g. with regard to a direct enquiry from you to us on the above-mentioned platform. This will typically be your name and your enquiry.

Sources

We collect data from the following sources:

- Directly from you
- Social media

Lawful basis for processing

We process your personal data as described based on the following lawful basis for processing:

- GDPR article 6 (1) (f) (Necessary for the pursuit of the legitimate interests of the Fjord link, i.e. to gain insight into users of the Fjord link's social media pages and to communicate with said users.)

Recipients

We can share your personal data with:

- Suppliers, including IT suppliers and media agencies that we work with as part of our communication with you and to gain an insight into you as a user of our social media pages.

Storage

The Fjord link does not store, or have access to, data about your online behaviour collected by Facebook. This data is stored by Facebook as described in Facebook's privacy policy.

We will store personal data for as long as it is necessary for the aforementioned purposes:

- Up to 6 months from the final response to your enquiry. However, this does not apply to:
 - Enquiries relating to your contract with the Fjord link, which will be deleted no later than 3 years after the end of the customer relationship.

- Data concerning your transactions that are stored for the current year plus 5 years in accordance with the requirements of the Danish Bookkeeping Act.

Objective #7: Processing enquiries to the Fjord link

When you contact the Fjord link's customer service, we collect information about you in order to process your enquiry.

Categories of personal data

We process the following categories of personal data about you:

Basic personal data:

- Name, e-mail, telephone number and other information pertinent to your enquiry.

Sources

We collect data from the following sources:

- Directly from you

Lawful basis for processing

We process your personal data as described, based on the following lawful basis for processing:

- GDPR article 6.1.f (necessary for the pursuit of our legitimate interests, including: response to enquiries)

Recipients

We share data with the following recipients:

- Providers of customer services that we work with to assist our company
- Suppliers and agents, including IT suppliers, support and financial institutions that we work with to assist our company

Storage

We store personal data for as long as it is necessary for the aforementioned purposes.

- Up to 6 months from the final response to your enquiry. However, this does not apply to:
 - Enquiries relating to your contract with the Fjord link, which will be deleted no later than 3 years after the end of the customer relationship.
 - Data concerning your transactions that are stored for the current year plus 5 years in accordance with the requirements of the Danish Bookkeeping Act

3. Mandatory information

Information marked * is mandatory. If you do not provide this information, you cannot take out a contract with the Fjord link for automatic payment and/or subscribe to our newsletter.

4. Transfers to countries outside the EU/EEA

In special circumstances, we can transfer your personal data to countries outside the EU/EEA (United States and Canada).

Data transfers to these third countries will only take place for specific purposes, as mentioned under section 2, and we will always ensure that the necessary guarantees are in place when a transfer is made to a country outside the EU/EEA.

Transfers will take place in accordance with the Privacy Shield scheme agreed between Europe and the United States. Transfers to Canada will take place in accordance with the Commission's standard contracts, as published by the Commission, or with other contracts approved by competent authorities. You can obtain a copy of the contract/agreement-transfer basis by contacting us at persondata@fjordforbindelsen.dk.

5. Your rights

You have the following rights:

- You have the right to request access to, correction or deletion of your personal data. If you wish to amend any given payment card details, you can do so via our Website.
- You also have the right to object to the processing of your personal data and have the processing of your personal data restricted.
- In particular, you have an unconditional right to object to the processing of your personal data for use in direct marketing.
- If the processing of your personal data is based on article 6, (1) (e) (public interest or the exercise of official authority) or article 6, (1) (f) (balancing of interests), see above under lawful basis for processing, you have the right at any time to object to such processing for reasons that may relate to your particular situation.
- If the processing of your personal data is based on your consent, you have the right to withdraw your consent at any time. Withdrawal will not affect the legality of the processing carried out prior to the withdrawal 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 submit a complaint to a data protection supervisory authority e.g. the Danish Data Protection Agency.

You can exercise your rights by contacting persondata@fjordforbindelsen.dk or tel +45 3133 9791. There may be conditions or restrictions attached to these rights. It is therefore not certain that you, for example, have the right to data portability in a specific case: this will depend on the specific circumstances of the processing activities.

Last updated 08-07-2020.