



## PRIVACY POLICY

This website is operated by DAT A/S, Lufthavnsvej 4, DK-6580, Denmark.

This privacy statement covers only the information collected on this website and does not cover any other information collected offline by DAT.

All DAT sites are currently covered by this privacy policy.

## SAFETY

The personal information provided on the DAT website and online credit card transactions are transmitted via a secure server and are processed by the DAT as a data controller.

DAT undertakes to manage personal information with high standards of information transmission security.

We inform and ensure that all appropriate physical, electronic and administrative measures are taken to maintain the security and accuracy of the personal information that is collected, limiting the number of people who have physical access to the database servers, as well as employing electronic security systems and password protections that protect and protect against unauthorized access to data.

The DAT website uses Secure Sockets Layer (SSL) encryption technology, in order to protect personal information during transport and data transmission. SSL encrypts the order information such as name, address and credit card number.

The DAT customer service center operates within a private and secure network.

Note that the e-mail is not encrypted and is not considered a secure means of transmitting credit card information.

## PRIVACY POLICY

In order to guarantee the provision of high quality services, DAT uses information deriving from interactions with customers within the website.

In respect of customer privacy, DAT has implemented procedures to ensure that personal information collected is handled in a safe and responsible manner.

DAT has published this privacy policy to illustrate and make transparent the practices for collecting personal information.

Given the constant technological advances, it should be noted that this information may undergo or have already undergone changes.

We therefore invite you to view them in a systematic manner, in order to implement any changes and updates.



## INFORMATION COLLECTED

You can browse the DAT website without providing any personally identifiable information. However, you may be required to provide personally identifiable information in some areas of the site.

In some cases, if you choose not to provide the requested information, you may not be able to access all parts of the site or take part in all of its features.

## HOW THE COLLECTED INFORMATION IS USED

We process personal data for these and related purposes:

- Provision of services (creating and managing your account, booking your flight, managing payments, reimbursements). Legal basis for this purpose is performance of a contract with you and compliance to the legal obligations.
- Debt collection. Legal basis is our legitimate interest - to protect our business from insolvent customers.
- Providing additional services (such as special needs for handicapped persons, permits for the transfer of weapons, etc.). Legal basis is our legitimate interest (on condition that it is not overridden by your fundamental rights) - to provide good customer service and adhere to the professional standards.
- Providing ground services. Legal basis is performance of a contract with you and compliance to the legal acts.
- Ensuring safety before and during the flight. Legal basis is compliance with the legal obligations and adhering to the professional standards.
- Providing direct marketing via email or telephone. Legal basis is our legitimate interest to provide our existing customers with the relevant information about our promotions and other useful information and/or consent of our potential clients. Please note when personal data is collected based on your consent you have a right to withhold that consent or withdraw consent at any time without an adverse effect. We use Mailchimp for sending our newsletters.
- Providing important notifications. Legal basis is our legitimate interest - to provide good customer service and inform you about certain changes, cancelations or other important messages related to your booked services.
- Defending from claims and other judicial procedures. Legal basis is our legitimate interest - to protect our reputation and business.
- Reporting to supervisory institutions. Legal basis is compliance with the legal obligation.
- To analyze our website traffic and enhance user experience. We use cookies and similar technologies in order to achieve this purpose. Please find more details in our cookie policy below. Our legal basis for this purpose is our legitimate interest - to



maintain and improve our website, improving the site design, products, customer service and special promotions. When you visit this DAT website, the server automatically collects anonymous information such as registry data and IP addresses and may collect general information relating to the geographical location.

- Business mergers, acquisitions and other business transfer purposes. Legal basis is our or third party's legitimate interest to perform due diligence and make business decisions.

All personal information stored on the site is stored each time purchases are made through the DAT website or through authorized sales channels.

The information provided in other ways is also stored, for example by subscribing to mailing lists or mobile messaging.

If you use a credit or debit card or if you decide to pay by check, the details of these will also be included.

If you use one of the services or participate in one of the surveys promoted by DAT, promotions or sweepstakes, additional information may be required, such as age, interests or preferences about the products.

From the purchases made and from all the interactions on the DAT website, information will be obtained regarding specific products and / or services used.

#### OTHER SUBJECTS WITH WHICH THE INFORMATION IS SHARED

All information collected as described above may be shared with the Danish transport authorities, airports, ground service providers, our carefully selected partners: IT service providers, cloud service providers, auditors, IT support, accounting partners, marketing partners.

Service providers: we reserve the right to share information with external companies that provide support in the supply of products and services.

For example, it is possible that you contact an external company to: (a) manage a database of customer information; (b) have a support in e-mail distribution; (c) have direct marketing support and data collection; (d) data storage and analysis; (d) to have support in fraud prevention; and (e) provide other services designed to maximize commercial potential.

It is required that these external companies accept to keep all information that is shared confidential, apply adequate security measures and to use the information only to fulfill their obligations.

Other companies: information may be provided to carefully selected external companies when it is deemed that their products or services may be of interest to the customer. This is done only if the customers agree to receive promotions from other companies.



It will be possible to transfer or share a copy of personal information within the group companies.

In the event that there is a change of ownership or control of the company, the user will receive a notification by e-mail or a notice on the DAT website.

Compliance with the law: it will be possible to provide access to information when requested by the authorities, to cooperate with police investigations or other legal proceedings, to limit legal liability.

DAT works with advertising companies to place its advertising on websites on the Internet. These advertising companies collect anonymous information about visits to the DAT website.

This technology involves the use of third-party cookies and which allow these companies to develop personalized advertising so that it refers directly to offers that may interest customers.

You can choose to forgo this service offered by the advertising partner.

It will be possible to use DAT cookies to provide advanced online marketing based on the user's specific interests and preferences.

You can choose to forgo these advanced online marketing ads.

#### COOKIES, WEB BEACONS

A "cookie" is a small data file stored by the web browser on your computer or mobile device (hard disk) and allows you to recognize the specific computer (but not specifically who is using it) when you access the site by associating the identification numbers in the cookie with other client information.

Customer information is stored in the secured database.

A "web beacon" or "pixel tag" or "clear gif" is generally a one-pixel image used to transfer information from a computer or mobile device to a website.

We use cookies and web beacons to keep track of what is present in the cart and to remind the user when he returns to the website, to identify the pages he clicks on while visiting the site and the name of the website visited immediately before Click on the DAT website.

This information is used to improve site design, product assortments, customer support and special promotions. Of course, you can disable cookies and web beacons on your computer by indicating it in your browser preferences or options menus. However, some parts of the website may not work properly if you disable cookies. You could also use web beacons and other



technologies to monitor and learn if our communications reach it, to measure their effectiveness or to collect certain non-personal information from the customer's computer.

DAT may enter into contracts with third parties that may use cookies and web beacons and collect information on behalf of DAT or provide services such as credit card processing, shipping, promotional services or data management. These third parties are prohibited from sharing such information with anyone other than DAT employees or other customer support partners.

#### REGISTRATION OF ONLINE ACCOUNT

To make online shopping faster and easier, you can register on the DAT website a / s.

As a registered customer, it is sufficient to enter the shipping addresses and billing data only once; will be safely stored by DAT for future use. Using the name and password chosen by the user, the account can be accessed online at any time to add, delete or change the information.

If you are using a public computer, we recommend that you log off at the end of the session.

List of cookies used on our website:

Cookie name	Purpose of the cookie	Expiration date	Data is sent to
frontend	Session ID for Magento Shop front end. This ID ensures that a user can be uniquely identified as a guest or logged-in user. Functions such as "Items last viewed" or retention of the logged-in state are connected with this cookie.	1 day	USA
frontend_cid	Session ID cookie for SSL encrypted pages (HTTPS). This cookie exists in addition to the standard frontend cookie and is used in Magento Shops with SSL encryption. Functions such as "Items last viewed" or retention of the logged-in state are connected with this cookie.	1 day	USA
incap_ses_#	Incapsula DDoS Protection and Web Application Firewall: cookie for linking HTTP requests to a certain session (AKA visit). Re-opening the browser and accessing same site are registered as different visits. In order to maintain existing sessions (ie, session cookie)	Session	USA
visid_incap_#	Preserves users states across page requests.	1 year	USA

visid_incap_*	Incapsula DDoS Protectiona and Web Application Firewall: cookie for linking certain sessions to a specific visitor (visitor representing a specific computer). In order to identify clients that have already visited Incapsula. The only cookie that is persistent for the duration of 12 months.	1 year	USA
currency	Saves the visitor's currency preferences.	1 day	USA
store	Determines the preferred language of the visitor. Allows the website to set the preferred language	1 year	USA
utmvc#	Collects information about behaviour	1 day	USA
GPS youtube.com	Tracks GPS location	1 day	USA
IDE doubleclick.net	Tracks user's actions	1 year	USA
test_cookie doubleclick.net	Checks if the browser supports cookies	1 day	USA
external_no_cache	Magento eCommerce platform - Strictly Necessary - Technical cookie to record whether caching of a page is allowed or not	1 hour	USA
VISITOR_INFO1_LIVE youtube.com	Estimates users band width on pages	179 days	USA
YSC youtube.com HTTP	Registers unique ID for statistics purposes	session	USA
yt-remote-cast-installed youtube	This HTML storage key is used to regulate the behavior of the integrated YouTube video player.	session	USA
yt-remote-connected-devices	This HTML storage key is used to regulate the behavior of the integrated YouTube video player.	persistent	USA
yt-remote-device-id youtube	This HTML storage key is used to regulate the behavior of the integrated YouTube video player.	persistent	USA
yt-remote-fast-check-period	This HTML storage key is used to regulate the behavior of the integrated YouTube video player.	persistent	USA
yt-remote-session-app	This HTML storage key is used to regulate the behavior of the integrated YouTube video player.	persistent	USA
yt-remote-session-name youtube	This HTML storage key is used to regulate the behavior of the integrated YouTube video player.	persistent	USA



## REJECT COOKIES

You can always reject cookies on your computer by changing the settings in your browser. Where you find the settings depends on which browser you are using. However, you need to be aware that if you do, there are many features and services on the Internet that you cannot use.

All browsers allow when you delete your cookies collectively or individually. How you do this depends on which browser you are using. Remember, if you use multiple browsers, you must delete cookies in all of them.

## AVOID COOKIES

You block or delete cookies on your computer by changing your browser settings. Where you find the settings and how you do so depends on which browser you are using.

When you delete cookies, you delete the cookies that have been placed on your computer. If you block cookies, you prevent new cookies from appearing when you move around the web, but you do not delete those that are already on your computer. Remember that if you use several different browsers, you must delete or block cookies in all of them. You should be aware that when you block cookies, there may be features and services on websites that you may not use, as many websites only work because of the cookies that are placed on them.

Some websites allow third parties to access cookies on your computer, tablet or smartphone for various purposes. This means that others than the website owner have access to set cookies.

Cookies are blocked and deleted in your browser. Choose your browser below and get help on how to do it.

Microsoft Edge:

<https://support.microsoft.com/en-us/windows/microsoft-edge-browsing-data-and-privacy-bb8174ba-9d73-dcf2-9b4a-c582b4e640dd>

Internet Explorer

<https://support.microsoft.com/da-dk/topic/slet-og-administrer-cookies-168dab11-0753-043d-7c16-ed5947fc64d>

Mozilla Firefox

<https://support.mozilla.org/da/kb/slet-cookies-fjerne-oplysninger-fra-websteder?redirectlocale=en-US&redirectslug=Deleting%20cookies>



Google Chrome

<https://support.google.com/chrome/answer/95647?hl=da>

Apple Safari on Mac

<https://support.apple.com/da-dk/guide/safari/sfri11471/mac>

Iphone, Ipad, Ipod touch

<https://support.apple.com/da-dk/HT201265>

Opera

<https://help.opera.com/en/latest/>

Android phones

<https://discover.hubpages.com/technology/How-to-delete-internet-cookies-on-your-Droid-or-any-Android-device>

## STORAGE OF DATA

We retain personal information in an identifiable format as long as required by law or as needed for our business purposes. We retain personal information for longer periods of time than is legally required if it is in our legitimate business interests and is not prohibited by law. For the exact retention periods, please contact us directly.

## YOUR RIGHTS AS A DATA SUBJECT

We have a legal obligation to ensure that your personal data is kept accurate and up to date. We kindly ask you to assist us to comply with this obligation by ensuring that you inform us of any changes that have to be made to any of your personal data that we are processing.

You may, at any time, exercise the following rights with respect to our processing of your personal data by contacting us via contact information referred to in this Privacy policy:

**Right to access:** you have the right to request access to any data that can be considered your personal data. This includes the right to be informed on whether we process your personal data, what personal data categories are being processed by us, and the purpose of our data processing;

**Right to rectification:** you have the right to request that we correct any of your personal data if you believe that it is inaccurate or incomplete;



**Right to object:** you are entitled to object to certain processing of personal data, including for example, making automated decisions based on your personal data or when we otherwise base the processing of your personal data on our legitimate interest;

**Right to restrict personal data processing:** you have the right to request that we restrict the processing of your personal data if you wish to: (i) object the lawfulness of the processing; (ii) fix unlawful processing of personal data; (iii) receive or avoid deletion of personal data for establishing or defending against legal claims; or (iv) demand restriction of the processing until assessing the plausibility of DAT's legitimate interest in the specific processing activity;

**Right to erasure:** you may also request your personal data to be erased if the personal data is no longer necessary for the purposes for which it was collected, or if you consider that the processing is unlawful, or if you consider that the personal data has to be erased to enable us to comply with a legal requirement;

**Right to data portability:** if your personal data is being automatically processed with your consent or on the basis of a mutual contractual relationship, you may request that we provide you that personal data in a structured, commonly used and machine-readable format. Moreover, you may request that the personal data is transmitted to another controller. Bear in mind that the latter can only be done if that is technically feasible;

**Right to withdraw your consent:** in cases where the processing is based on your consent, you have the right to withdraw your consent to such processing at any time without any adverse effect;

**Right to submit your claim with the supervisory authority:** if you are not satisfied with our response to your request in relation to personal data or you believe we are processing your personal data not in accordance with the law, you can submit your claim with the Danish Data Protection supervisory authority.

Please note that you will need to provide sufficient information for us to handle your request regarding your rights. Prior to answering your request, we may ask you to provide additional information for the purposes of authenticating you and evaluating your request.

DPO

We have a designated person for all privacy and data protection related matters. Should you wish to implement your data subject rights or have any question regarding your personal data processing, please contact our Data Protection Officer via [dataprotection@dat.dk](mailto:dataprotection@dat.dk).



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