

Privacy Policy Alles Komt Goed B.V.

and other companies within the De Feestfabriek group:
De Feestfabriek Alles Komt Goed B.V., Feestfabriek Merchandise B.V. en Nozem B.V.

We consider the protection of your privacy to be of utmost importance. We are bound by and use your personal data in accordance with the General Data Protection Regulation (the “GDPR”, also known as Regulation (EU) 2016/679 of 27 April 2016). We respect the privacy of our (potential) customers, business contacts, employees, job applicants and of anyone who visits our websites or uses our applications.

We take the protection of your personal data seriously and wish to inform you as much as possible, respect your privacy and give you control over what happens with your personal data and what you share with us.

Contact Details

Company name: Alles Komt Goed B.V.
Address: Nijverheidsweg 26,
7005 BJ Doetinchem

Phone: +31-314 745900
Email: info@feestfabriek.nl
Website: <https://www.feestfabriek.nl>

What personal data do we collect and how?

We currently collect and process the following information:

- First and last name;
- Gender;
- Date of birth;
- Address details;
- Telephone number;
- Email address;
- IP address;
- Location data;
- Data regarding your activities on our website;
- Internet browser and device type;
- Bank details;
- CCTV footage and recordings;
- Other personal data you actively provide, for example by creating a profile on one of our websites, in correspondence and/or by telephone;

Special categories of personal data we process

- Health data; only in limited cases, i.e. where legally required;
- Citizen Service Number (BSN); in the case of an employment relationship;
- Data of persons under 18 years of age. Our website and/or service does not intend to collect data from visitors under the age of 18, unless they have permission from parents or guardians. However, we cannot verify whether a visitor is over 18. We therefore recommend that parents remain involved in the online activities of their children in order to prevent data from being collected without parental consent. If you believe that we have collected personal data from a minor without such consent, please contact us at info@feestfabriek.nl with a request to delete this information.

Information you provide us

We collect your personal data directly from you when you:

- Place an order;
- Register for or log into an account;
- Subscribe to our newsletters or mailing lists;
- Participate in a competition, promotion or survey;
- Send an email or online request to our customer service, contact us via our social media channels, or by telephone;
- Visit our websites and apps;
- Attend our events;
- Apply for a job or work with us.

Other information we collect about you and information we receive from external sources

We also receive personal information indirectly from the following sources:

- From your account when you register for an event in one of our apps;
- From our trusted service providers in order to deliver the requested goods and/or services
- From other festivals and events within our Group if they reasonably believe you might be interested in our events;
- From third parties outside our Group where you have consented to them sharing your information with us for marketing purposes;
- From government, tax or law enforcement authorities.

For what purposes do we use your data?

➤ Service en operational purposes:

- To provide you with your event ticket or other goods, services and information you have requested;
- To manage your participation in our events, including age and ID verification;
- To process payments;
- To provide customer service and support, handle inquiries, or keep you informed of changes to our events, website, apps or other services and products;
- To improve our website and apps and to ensure that their content is presented to you in the most effective way;
- To handle job applications.

➤ To protect your vital interests

If you feel unwell during a festival and visit our health or welfare tents, we may need to collect some health data..

➤ Competitions:

If you participate in a competition or prize draw that we organise, we will use the personal data you provide to contact you to inform you whether you have won. This enables us to perform the contract relating to the prize, and if necessary, for our legitimate interest in encouraging customer engagement and developing our business.

➤ Direct Marketing purposes (via email/phone)

We may use your information to contact you directly for marketing and promotional purposes in relation to our events and other festivals and events within our Group.

➤ Legal purposes:

We may use your information to enforce our legal rights and/or to protect the rights, property or safety of our employees and/or third parties. To ensure your health and safety during the event, we process any health or mobility information you provide to comply with our legal obligations. CCTV cameras may be present for health and safety purposes as well as for crime prevention and detection.

➤ Third-party promotions:

We will only share your personal data with third parties for their own marketing and promotional purposes after you have given us your consent. If you sign up for third-party communications, you may opt out at any time by following the instructions in the communication you receive from them.

➤ Cookies

We use functional, analytical and tracking cookies. These ensure that the websites function properly and that, for example, your preferred settings are remembered. These cookies are also used to optimise the websites. In addition, we place cookies to track your browsing behaviour so that we can offer tailored content and advertisements.

You can opt out of cookies by setting your browser to no longer store cookies. You can also delete all previously stored information via your browser settings.

Legal bases for processing your personal data

We will only use your personal data when permitted by law. Under the GDPR, the lawful bases for processing personal data are:

1. Your explicit consent;
2. Performance of a contract;
3. Compliance with a legal obligation;
4. Protection of vital interests;
5. Legitimate interest.

With whom do we share your data?

We share this information with:

- A limited number of third parties with whom we work in order to organise our events;
- Third parties providing services related to your booking, such as payment and ticket providers;
- Affiliated companies within our group of **Superstruct Entertainment Ltd** (our “Group”), in accordance with data sharing agreements, for service and operational purposes, and to improve the festival and related services;
- Other festivals and event organisers within our Group for marketing purposes where we reasonably believe you might be interested in their events;
- Any other third party outside our Group where you have given your consent to share information for marketing purposes;
- Other third parties and government bodies where necessary to comply with our legal obligations and enforce our legal rights (e.g. tax authorities).

Before sharing your personal data with external parties, we require them to sign an agreement confirming that your data will be kept secure and, where possible, oblige them to act as data processors. This means we determine the purpose and manner of processing, and the processor may only handle your data in accordance with our instructions and security standards.

How we protect your personal data

We take all reasonable and appropriate technical and organisational measures to safeguard your personal data for as long as we do business with you. Technical safeguards include restricted access, encryption, antivirus software, regular testing and evaluation.

How long we retain your personal data

Your data is stored securely. We retain personal data only as long as is necessary for the purpose for which it was collected.

Your rights

You have the right to access, correct or delete your personal data. You also have the right to withdraw your consent to processing or to object to the processing of your personal data. You further have the right to request that we transfer your personal data to you or another organisation named by you, in digital form.

You may submit a request for access, correction, deletion or transfer of your personal data, or a request to withdraw consent or object to the processing of your personal data, by sending an email to: info@feestfabriek.nl

To ensure that the request has been made by you, we ask that you include a copy of your identity document with your request. Please black out your photo, MRZ (machine-readable zone, the strip with numbers at the bottom of your passport), passport number and Citizen Service Number (BSN) to protect your privacy.

We will do our utmost to respond to your request as quickly as possible and in any case within **4 weeks**.