

# Privacy Policy & Terms of Condition

Your privacy is important, so we've developed a Privacy Policy that covers how we gather, use, disclose and manage your information. Please take a moment to familiarize yourself with our privacy practices and let us know if you have any questions.

This is the Privacy Statement of FestiTent BV (hereinafter "FestiTent").

Address:

Molenberglei 14

B-2627 Schelle

Belgium

Chamber of Commerce: BE 0568.898.763

Phone: +32 33 69 81 19

Email: [info@festitent.com](mailto:info@festitent.com)

This statement discloses how FestiTent BV put handles your personal data.

## Your Personal Information is Safe

FestiTent BV appreciates the confidence you FestiTent BV and will therefore be extremely careful with your information handling. FestiTent BV respects the privacy of its customers and users of its website (s) and (online) services. FestiTent BV therefore ensures that the personal information you provide us is protected and confidential.

## Collection and Use of (Personal) Data

Personal data is processed based on Article 6.1. [(a) consent,] and [(b) (required for the implementation of an agreement) of the General Data Protection Act.

[Insofar as the processing of personal data takes place based on Article 6.1. a) (consent), customers always have the right to withdraw the given consent.]

## FestiTent account

To be able to order tickets, you need to create an account on the webshop of FestiTent BV.

To create an account, you need to submit following personal information:

- E-mail address
- Password (encrypted)
- Name and surname
- Mobile phone number (optional)
- Address
- Place of residence

The above information is used for assigning and managing your account and to fight or control fraud, abuse and / or misuse of your account and / or the products and services ordered through your account.

## **Order products**

Through your account you can order products for various events. Within this context, your account information is used for the following purposes:

1. to keep you informed of the status of your order
2. to process your order (s) and to send your voucher (by e-mail)
3. to clarify and to handle complaints
4. Marketing purposes

## **Product Payment**

For payment of your order(s) you will be redirected to the website of the payment processor. FestiTent BV process itself will have no financial information (such as credit card numbers and bank account numbers). Payment is always made via a secure SSL connection. This privacy statement does not apply to the processing of your payment through payment processors. For the privacy of the payment processors FestiTent refers to the website of the payment processor. Our payment processor is MultiSafePay.

When, due to circumstances, the booking is more than 180 days old on the day the accommodation is taken into use, FestiTent may and can request financial information from the customer (such as bank account numbers). This information will be used solely for the purpose of manually returning the deposit to the customer after use of the accommodation. These details will not be retained for longer than is necessary for the refunding of the deposit.

## **Cookies**

As part of its online services, FestiTent BV uses cookies. A cookie is a small text file via the browser on your computer that is stored. The cookies used by FestiTent BV are necessary for the technical operation of its website(s) and ensure a faster and easier use of the website(s). You can adjust your browser so that during your visit to a website, FestiTent BV does not receive cookies. In that case, however, you cannot use the website(s) and therefore not create an account and place orders.

## **Transfer to third parties**

If required to achieve the set purposes, the customers' personal data will be shared with other companies (in the FestiTent BV group) within the European Economic Area, which are linked directly or indirectly with FestiTent BV or with any other partner of FestiTent BV.

FestiTent BV guarantees that these recipients will take the necessary technical and organisational measures for the protection of personal data.

## **Google analytics**

When someone visits <https://www.festitent.com> we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

## **Mailchimp**

We use a third-party provider, MailChimp, to deliver our newsletter. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see [MailChimp's privacy notice](#). You can unsubscribe to general mailings at any time of the day or night by clicking the unsubscribe link at the bottom of any of our emails or by sending an e-mail to [info@festitent.com](mailto:info@festitent.com).

## **Retention period**

Personal data processed for customer management will be stored for 2 years after purchase necessary to satisfy legal requirements (in terms of bookkeeping, among others).

Right to inspection, improvement, deletion, limitation, objection and transferability of personal data.

The customer always has the right to inspect their personal data and can have it improved/improve it should it be incorrect or incomplete, have it removed, limit its processing an object to the processing of their personal data based on Article 6.1 (f).

Furthermore, the customer is entitled to obtain a copy (in a structured, standard and mechanically readable form) of their personal data and to have said personal data forwarded to another company.

In order to exercise the aforementioned rights, the customer is requested to:

- Adjust the settings of their customer account; and/or
- Send an e-mail the following address: [info@festitent.com](mailto:info@festitent.com)

## **Direct marketing**

The customer is entitled to object free of charge to the processing of any processing of their personal data aimed at direct marketing.

## **Complaint**

The customer has the right to file a complaint with the Belgian Privacy Protection Commission (35 Rue de la Presse, 1000 Brussels - [commission@privacycommission.be](mailto:commission@privacycommission.be)).

## **Security**

FestiTent BV at all times maintains a level of security in the processing of personal data that is state of the art and is sufficient to prevent unauthorized access, alteration, disclosure or loss of personal data. The FestiTent website uses SSL-technology to secure your data.

The security of your personal data also refers to confidentiality of your password. Do not share this password with someone else and treat with care. FestiTent BV will never ask for your password or other sensitive information.

## **Inspection and Improvement of your Data**

You can add your own data and personal settings at any time. Check and adjust as necessary by logging into your account and adjust settings. Of course, it is also possible to request closure of your account.

## **Privacy Policy of Third Party**

This privacy statement does not apply to the processing of your data by an Organizer of an event for which products you have ordered. For the privacy of the event Organizer, FestiTent BV refers you to the privacy of the Organizer of the event.

This privacy statement does not apply to third party websites which are connected through links with the website(s) of FestiTent BV. FestiTent BV accepts no responsibility or liability with regard to how these third parties handle your personal data. FestiTent BV therefore advises you to always be aware of the privacy policy on these websites.

## **Changes**

This Privacy Statement was last changed on 27/04/2022.

## **Law**

All disputes will be handled according to Belgian law.

## **Questions**

FestiTent BV gladly will help you if you have questions or comments to this privacy statement.

Phone: +32 33 69 81 10

Email: [info@festitent.com](mailto:info@festitent.com)

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