

Privacy policy

Data controller

We are the data controller for the processing of the personal data that we receive about our customers. You will find our contact information below.

Ballum Camping

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Background and processing of personal data

Our processing of personal data takes place in accordance with current legislation on personal data, including the Data Protection Act.

Personal data is any type of information about an identified or identifiable natural person. This means that it is all kinds of information that can be directly or indirectly linked to a person.

We typically collect and process the following types of information when visiting our website: A unique ID and technical information about your computer, tablet or mobile phone, your IP number, geographical location and your clicking behavior on the website. Please also note that you can give (and withdraw) your consent to us placing cookies on your computer (more about this in our cookie policy)

To the extent that you give explicit consent to this and enter the information yourself, the following are also processed: name, telephone number, e-mail address, address and payment information.

When you use our contact form from our website or contact us by phone or e-mail, we collect and process a range of information and personal data. It is when you make a booking that we subsequently register your data in our system so that we can send you a confirmation and later print an invoice for the stay.

The system we use is called "Camping.Care", and is of Dutch origin.

At our campsite, approx. 10 cameras, which are just for monitoring and checking the different areas we have. There is coded WI-FI access so our guests can be online.

We use different forms that support confirmation and purpose of processing. It can be a contact form in connection with registering and booking a place, a confirmation form for a stay / booking, contracts which are mainly used for our permanent residents, an order form which is sent to suppliers, receipts which are sent in connection with deposit payment, etc.

The campsite has a small convenience store, which sells the most necessary food and drinks in connection with a stay at a campsite.

We collaborate and welcome guests with the following memberships and cards: ANWB - which offers advice, information, insurance, camping passes, etc., ACSI Camping card, ADAC Camping

card, DCU - Danish Camping Union, Back to Nature - which is the campers' travel portal and DACF which is the Danish AutoCamper Association.

The purposes of processing your personal data

We process your personal data for the following purposes:

- For fulfilling an agreement on a stay at our campsite.

When you have questions for us

When you have questions about our site, or want to hear more about our services, you can contact us via:

- Contact form via our website www.ballumcamping.eu
- E-mail
- Telephone

Through this, we will process your personal data so that we can answer your questions or deliver a service to you. We only process the information that you give us in connection with our communication.

We will typically process the following general information: name, e-mail, telephone number.

Our authority to process this personal data depends on the purpose of the processing. When we answer your questions, our authority is the Data Protection Regulation, Article 6, subsection 1 letter f), and "When you are a customer with us", the basis is the data protection regulation article 6, paragraph 1 letters a) and b).

We delete our saved communication with you no later than ½ year after our last contact. This applies in general.

Should in a special case arise a need to store your personal data for a longer period of time, this could be the case.

When you are a customer with us

When you are a customer with us, we will of course have to register some information about you in order to meet our obligations. This means that we also process the following general personal data: address and payment information. Some customers also provide their date of birth.

To the extent that we process personal data about our customers, our authority for this is the agreement that we enter into, cf. the data protection regulation, article 6, subsection 1 letters a) and b).

We store the information as long as you are a customer with us. At the moment that the customer relationship ends, we will delete personal data when our outstanding has been completed. However, we are obliged to keep accounting documents for a minimum of 5 years after the most recently submitted annual accounts.

When you visit our website

See more about how we use cookies in our [cookie policy](#). The use of cookies takes place pursuant to the cookie executive order.

Cooperation with third parties

Few can do everything themselves, and the same applies to us. We therefore use external partners and suppliers (and data processors) to carry out tasks on our behalf.

Externals can, for example, provide bookkeeping software, payroll administration via Danløn and the booking system "Camping.Care" for registering guests as well as invoicing stays, advice and preparation of annual accounts from the auditor, etc.

It is our responsibility to ensure that your personal data is not misused. That is why we make high demands on our business partners, and our partners must guarantee that your personal data is protected.

We have therefore entered into an agreement with an auditor who prepares annual accounts. The other partners are themselves Data Controllers in relation to their function, and the primary processing by the others is not personal data, but a product to help carry out tasks at our Campsite.

Transfer of personal data

We do not pass on your personal data.

Third countries

Your personal data is processed by us. However, we also use suppliers who are both independent data controllers and data processors. No one can fend for themselves.

We have a duty to inform you, on whose behalf we process personal data, that data may be transferred to third countries. Google is our data processor when we send emails to our customers and business partners, and Stripe is used so that we can receive payment from customers. When we chat, we use WhatsApp, Messenger or SMS so that we can answer your questions. These companies are all based in the USA, and thus your data is also stored there.

The USA is a third country, and there are special requirements for "transferring" personal data to third countries. However, the EU allows us to enter into agreements and use partners in the USA when these have joined an agreement called Privacy Shield. These companies have.

Processing security

We process your personal data in accordance with data protection legislation, as well as legislation in the company's business area.

It is crucial for us to take good care of our customers' information. Therefore, we have implemented technical and organizational measures so that we can comply with our data responsibility.

Technical and organizational measures

Our overall security is that all our documents are stored electronically in our workstations. The owners of Ballum Camping are the only ones who have access to all data. To secure our data, we

use antivirus programs to avoid hacking etc., there are 2 servers (private and campsite) that are backed up every day. Passwords are renewed regularly .

In high season, we have an employee to help with cleaning toilets and common areas, and the employee does not come into contact with workstations. If situations arise that are important for the employee to gain experience of, among other things in connection with personal data, the employee will be notified. Or the organizational measures take place over the kitchen table and if necessary

Your rights

According to the data protection regulation, you have a number of rights in relation to our processing of information about you.

If you want to exercise your rights, please contact us.

Right to see information (right of access)

You have the right to gain insight into the information that we process about you, as well as a range of additional information.

Right to rectification (correction)

You have the right to have incorrect information about yourself corrected.

Right to deletion

In special cases, you have the right to have information about you deleted before the time of our normal general deletion occurs.

Right to restriction of processing

In certain cases, you have the right to have the processing of your personal data restricted. If you have the right to have the processing restricted, we may in future only process the information - apart from storage - with your consent, or for the purpose of establishing, asserting or defending legal claims, or to protect a person or important public interests.

Right to object

In certain cases, you have the right to object to our otherwise lawful processing of your personal data. You can also object to the processing of your data for direct marketing.

Right to transmit information (data portability)

In certain cases, you have the right to receive your personal data in a structured, commonly used and machine-readable format and to have this personal data transferred from one data controller to another without hindrance.

You can read more about your rights in the Data Protection Authority's guidance on the rights of data subjects, which you can find at www.datatilsynet.dk .

Complaint to the Danish Data Protection Authority

You have the right to lodge a complaint with the Danish Data Protection Authority if you are dissatisfied with the way we process your personal data. You will find the Datatilsynet's contact information at www.datatilsynet.dk .

We would generally encourage you to read more about these rules and the new personal data regulation.