

# Personal Data Policy for Jesperhus Legindvej 30, DK-7900 Nykøbing Mors

## Introduction

We know - that you probably as soon as possible want to start ordering a fantastic experience or holiday here in Jesperhus, where we offer a range of possibilities e.g. Holiday Resort, Camping, Theme Park, Waterpark, Zoo, Pirate Show, and not to mention our Flower Park.



But for a short while – away with all the fun – and let us “say it with flowers” how we treat your personal data here in Jesperhus.



This Personal Data Policy applies to collecting and handling of your personal data in connection with your booking or purchase at Jesperhus.

When inserting your personal data into the Jesperhus homepage, you accept that your personal data is stored and handled in order for Jesperhus to fulfill your booking or purchase in the best possible way.



## We take care of your Personal Data!

With this Personal Data Policy Jesperhus wants to show:

- How we obtain the highest level of security for our guests, clients and staff regarding handling and protection of personal data
- How we provide a clear overall picture of how we handle your personal data

## Data Controller

Jesperhus is a family owned business. Through the years Jesperhus has developed from a little flower park into the largest flower park in the north of Europe and with associated holiday park. The founders Edith and Niels Overgaard's four sons are the data controllers of the company Jesperhus, Legindvej 30, 7900 Nykøbing Mors.:

1. Jesper Overgaard
2. Peter Overgaard
3. Karsten Overgaard
4. Ole Overgaard

### Jesperhus' Contact Information:

Jesperhus  
Legindvej 30  
DK-7900 Nykøbing Mors  
Phone: +45 9670 1400  
www.jesperhus.dk

Jesperhus handles personal data according to the EU General Data Protection Regulation.

Jesperhus offers a range of activities. Inserting your personal data when ordering bookings, activities, season tickets, various services etc. you at the same time give Jesperhus your consent to handle your personal data.

## Jesperhus collects the following personal data

### Guests

- Name, address, phone number, mobile number, e-mail address, access code
- Credit card information – e.g. as guaranty for your reservation
- Purchase history
- Feedback via customer surveys which can be related to a customer
- Sensitive personal information – only in case of below:  
(If you - at your own discretion – choose to provide personal and sensitive data other than common data to enable Jesperhus to customize special services, Jesperhus will regard this as a consent to record and store these sensitive personal data in your profile. This might be information about: handicap, allergy, special food preferences etc.)

## Feedback Questionnaire

- In connection with bookings a feedback questionnaire is send to the guest
- The feedback questionnaire is send in order for the guest to be able to comment on their booking/holiday
- All responses are handles internally in Jesperhus and are not shared with third parties
- When responding to the feedback questionnaire you automatically participate in the competition for a free stay in Jesperhus

## Groups, Schools, and Special Arrangements

- When making special arrangements Jesperhus normally receives all necessary personal information from a third party, e.g. a responsible person or group manager, a customer, or a business partner
- The third party is required to inform the guests involved about Jesperhus' terms and conditions and Personal Data Policy. The third party is also required to obtain the necessary consent for the recording and processing of any sensitive information

## Business Customer and Vendor Data

- Name, address, phone number, mobile number, e-mail address, customer/vendor number, CVR number, contact information, order history, information and terms of payment

## Employees

- Information before, under, and after employment including contractual obligations in connection with terms of employment

## Online Purchase with Credit Cards

Credit cards are a secure way of payment for bookings and purchases via Jesperhus' online booking system. Guests and customers are as a rule secured in connection with possible misuse of credit cards. Therefore, we have no own-risk-payment when credit cards are misused on the Internet. For further information of how to behave as a user when paying on the Internet please see: [www.fdi.dk](http://www.fdi.dk)

When paying with credit cards at Jesperhus the registration is done via a secured server, where the information is encrypted before being send on the Internet.

Booking and purchase information are stored for 5 years according to legislation. Information supplied beside the actual booking or actual purchase will only be used for guest contacts regarding questions or any booking errors.

## Purpose

Jesperhus collects only personal information necessary for the actual service to the guests. Furthermore, only information necessary for handling of guests, customers, vendors, and employees.

Examples of which information Jesperhus collects:

- Booking, handling, reservations, activities, purchases, services etc.
- Guest contact information before, under, after a booking/stay

- Contact information for sending invoices, newsletters etc.
- Compliance with legal requirements
- Handling of customers and vendors
- Legal and contractual information regarding employees

## Deleting Personal Information

Jesperhus will delete your personal information, when Jesperhus has no further legal obligation or when there no longer is a purpose for storing the information.

## Sharing Personal Information

Jesperhus will not share personal information with anyone outside Jesperhus.

Jesperhus are using data controllers for backup and handling of data. These data controllers only handle information on behalf of Jesperhus and are not allowed to use the data for own purposes. Contracts are made with all data controllers, and data controllers are checked continuously to secure compliance with EU General Data Protection Regulation.

In certain cases, Jesperhus may also be obliged to share personal information according to legislation or on the basis of a public authority decision.

## If you apply for a job

When applying for a job with Jesperhus we will process your application to find out whether Jesperhus will offer you employment, and for communication with you during the recruitment process.

Only relevant employees from management and HR will have access to see the application and your personal information.

If Jesperhus wants to file applications from candidates, who are not employed, Jesperhus will obtain consent from the applicant to file the application for max. 6 months (after the date of rejection). All data will be deleted after 6 months.

## Security

Jesperhus has taken all necessary technical and organizational precautions against personal data being accidental or illegal deleted, being published, being lost, being degraded, or any unauthorized person gaining access or knowledge to it, being misused, or being handled against legal compliance.

Personal information and handling of personal data are only done according to EU General Data Protection Regulation.

## Cookies

Jesperhus uses cookies for Jesperhus' digital services. Further information regarding our cookie policy can be found on our homepage under: [cookie policy](#)

## Legal Basis

Below Jesperhus accounts for the legal basis for processing your personal data:

- Compliance of a contract, where you as the guest are part. For example, bookings, arrangements, purchases, services etc.
- Actions and preparations at your request prior to entering into a contract
- Processing can also take place if necessary for legitimate interests pursued by Jesperhus e.g. statistics, customer surveys, special preferences, health considerations, handicap etc. to improve your stay, experience, and services at Jesperhus
- Processing of personal data from third party for example in connection with group reservations, gift cards, and reservations made by third party

Note!

In these cases the third party (person responsible for the group and reservations) is responsible for informing the guests involved about Jesperhus' terms and conditions and Personal Data Policy

- Jesperhus is also legally obliged to make guest registrations and thereby store your personal information

## Your Rights

In accordance to the EU General Data Protection Regulation, you have a number of rights regarding your personal data. These rights are as follows:

- You have the right to get insight of your personal data stored
- You have the right to get a copy of your personal data
- You have the right to get your personal data corrected and updated
- You have the right to get your personal data deleted or "to be forgotten"

Note!

If you wish to have your personal data deleted Jesperhus will delete them, unless Jesperhus is legally obliged to store the personal data

- You have the right to withdraw your consent if the processing of your personal data is based on your consent, unless Jesperhus is legally obliged to process the personal data
- You have the right to receive or get your personal data transferred in a structured, commonly used, and machine readable format (Data Portability)
- You have the right to get informed if any security breaches at Jesperhus
- You have the right to complain about the handling of your personal data at Jesperhus
- You have the right to complain about the handling of your personal data at Jesperhus to Datatilsynet

## Insight, Receipt, and Transfer

If you have requested any rights from above list, Jesperhus has 4 weeks to update, delete, forward or transfer the information. The request has to be signed by you and has to include your name, address, phone number, e-mail address, and copy of your passport or divers license.

Jesperhus may reject requests, which are: unreasonably repetitive, require disproportionate technical action, affect the protection of other people's personal information, or including situations where the desired action is considered excessively complicated.

## Contact

If you have any questions, comments, or complaints to Jesperhus' handling of personal information, please contact:

Jesperhus  
Legindvej 30  
DK-7900 Nykøbing Mors  
Phone: +45 9670 1400  
[www.jesperhus.dk](http://www.jesperhus.dk)

Att.: Ellen Jensen  
Direct: +45 9670 1404 / E-mail: [Ellen@jesperhus.dk](mailto:Ellen@jesperhus.dk)

Should this not clarify the matter, you may register a complaint with Datatilsynet (the Danish Data Protection Agency). For contact information see: [www.datatilsynet.dk](http://www.datatilsynet.dk).