

ROADBURN FESTIVAL

PRIVACY STATEMENT ROADBURN FESTIVAL

version 22 november 2021

Roadburn Festival is a festival organised by Stichting Heaviness (Veemarktstraat 44, 5038 CV Tilburg, entered in the Trade Register of the Chamber of Commerce under number 18026213). Organiser is responsible for the processing of personal data within the framework of Roadburn Festival.

Why this privacy statement?

This privacy statement explains what personal data we collect from you and how we use this, why we do this and for what purposes. We advise you to read this statement carefully. This privacy statement was last amended on 22 november 2021.

Roadburn Festival is a leading international heavy music festival that takes place in 013 Poppodium in the Spoorzone district of Tilburg, the Netherlands

The organisers of Roadburn Festival are responsible for and recognise their responsibility for the personal data entrusted to us in confidence and in the expectation that this will be treated securely. This is also expressed in our privacy mission. Roadburn Festival's privacy mission is as follows:

Roadburn Festival stresses the importance of good privacy protection. The festival affirms that everyone is entitled to have their personal data handled with care. Roadburn therefore treats the personal data of its visitors, employees and contacts with integrity, in a transparent and painstaking manner.

What personal data do we process?

Roadburn processes personal data. In the General Data Protection Regulation (GDPR, in Dutch: AVG), personal data is defined as "all information about an identified or identifiable natural person". This therefore includes all data that leads, directly or indirectly, to a specific person.

Data on visitors to our events

We will in any event process the following information concerning visitors to our events (people buying tickets to our events):

- Full name;
- Gender;
- Address;
- Telephone number(s);
- E-mail address;
- Date of birth;
- Ticket type;
- Payment details, such as bank account.

Contact with Roadburn Festival

If you contact us by telephone, e-mail, social media, chat or in another way, your data will be saved.

Cookies

When offering its services, Roadburn Festival makes use of cookies. For our cookie policy, see: <http://roadburn.com/cookies/>.

Social media expressions

The data you enter yourself on social media or which we collect on the basis of your responses to social media expressions is processed by Roadburn. This may include the personal data you enter yourself on the contact page of the platform, such as your e-mail address, name, address, place of residence or telephone number.

Recorded images

When visiting Roadburn Festival, it is possible that you may be recorded on photographs and/or video recordings that are then placed on our website and social media channels after the event.

Job applicants

If you apply for a job with Roadburn Festival or if you respond to a vacancy, whether advertised on one of our websites or not, it may be that you provide us with information on yourself, such as your CV.

For what purposes do we collect your data?

Provision of services

Roadburn processes your personal data in order to be able to deliver our services to you. For example, to be able to communicate with you concerning the ticket you have purchased, sending tickets and service mails containing information on, among other things, the starting and end times of the event and practical information, for example on how to get to the event and parking. It is not possible to unsubscribe from this information

Similar services

Roadburn processes the electronic contact data we have obtained from you within the context of the sale of tickets to you for the purpose of direct marketing for events similar to Roadburn and the organisers of Roadburn. You can unsubscribe from these messages at any time using the unsubscribe instructions given in every e-mail.

Analysis & (market) research

We may use your personal data for the purposes of conducting research and carrying out analyses with the aim of improving the services offered by Roadburn. We may also ask you to take part in no-obligation (market) research aimed at improving our provision of service.

You can decide whether you wish to take part in this, by either giving permission or not.

Contact with Roadburn Festival

If you contact us or we contact you by telephone, e-mail, social media, chat or in any other way, your data will be recorded. This allows Roadburn staff to see at a later date that you have been in contact with us previously and why – this enables us to help you better and more quickly. For example, if you have questions concerning our provision of service, payments, a complaint, or if you are taking part in market research.

Job applicants

We process data from job applicants as part of a recruitment & selection process aimed at selecting the right person from the candidates received for a particular vacancy, and to provide feedback to each applicant.

Statutory obligations

Roadburn Festival may be obliged by legislation or regulations to process your personal data and/or share this with third parties. For example, if an authorised body such as the Police make a request for such within the context of a criminal investigation.

How do we secure your data?

Roadburn takes appropriate technical and organisational security measures to protect personal data against, among other things: loss, destruction or damage, unauthorised access or any other form of unlawful processing of your personal data.

We do this through measures including physical and organisational measures aimed at access control, the protection of every desktop computer with a user name and password and authorisation management measures ensuring that your data cannot be accessed by all Roadburn employees. We also keep our software up-to-date and regularly test our security measures.

How long do we store your data?

We keep your data for as long as is necessary to achieve the purposes for which we are processing your data, and for no longer than stipulated in law. The actual storage term differs for different types of personal data. If you have visited one of our events, we will keep your data in any event for a period of 5 years. If you have subscribed to our newsletter, we will keep your details until you unsubscribe from the newsletter. We will keep your electronic contact details for the purpose of sending direct mailings on similar events until you unsubscribe from these e-mails. Following expiry of the storage term, your personal data will be anonymised or deleted. Personal data from job applicants is used by us for up to a maximum of 4 weeks after the end of the application procedure, or for as much longer as we receive permission for from you.

Does Roadburn use third-party services when processing personal data?

Roadburn does make use of services provided by other parties. This is done only after screening in the areas of security and privacy and only after the third party has signed a data processing agreement concerning the use and protection of personal data.

Work involving third parties includes: ticketing, communication, marketing, market research, debt collection, web analysis and applications/SaaS services used within the context of the provision of services and marketing and sales activities.

Does Roadburn provide personal data to third parties?

In principle, Roadburn does not provide or sell any data to third parties. Nevertheless, Roadburn may be obliged by legislation or regulations to process your personal data and/or provide this to third parties. For example, if an authorised body such as the Police make a request for such within the context of a criminal investigation.

Does Roadburn fulfil the legal requirements?

Roadburn takes the greatest possible care of your personal data and complies with the legislation and regulations in relation to the protection of personal data, such as the General Data Protection Regulation (GDPR, in Dutch: AVG) and associated legislation and regulations.

How can you influence how your personal data is processed?

Everyone whose personal data we process has the following rights:

- to inspect the personal data we hold and receive a copy of this;
- correction of personal data if this is incorrect;
- to have data deleted or anonymised as this is no longer correct, or for example because you have withdrawn your permission;
- to request that the processing be limited;
- to have your data transferred; and
- to object to certain uses of the data.

You are also entitled to submit a complaint to the supervisory body, the Dutch Data Protection Authority. If you wish to exercise one of your rights, you can do so as follows.

You can send your request by e-mail to our Privacy Officer at privacy@013.nl. Roadburn will verify your identity to make sure that this request has come from you. You will receive a response no later than within one month of receipt of the request.

For questions concerning this privacy statement and the policies of Roadburn Festival, you can contact our Privacy Officer at privacy@013.nl.

Can this privacy statement be amended?

Although this privacy statement will not be amended often, Roadburn reserves the right to make changes to this privacy statement at any time. See the website for the latest version.