

Privacy Policy

One of Studio Management ApS overall goals is to maintain the highest level of security for our guests, customers, and employees - this also applies when it comes to the protection of personal data. Studio Management uses this policy too inform you about how Studio Management ApS handles your personal information.

1. Data Manager

Studio Management ApS (hereinafter referred to as Studio Management) operates a hotel business in Copenhagen. Studio Management is the data controller in relation to the personal information that you entrust us with.

Studio Management's contact information is:

Studio Management ApS

Krimsvej 29

2300 - Copenhagen S, Denmark.

CVR. Nr.: 36936069

E-mail: hello@cphstudiohotel.dk

Phone: 31 71 66 64

Studio Management performs all handling of personal data in accordance with the applicable law.

Studio Management has taken the necessary steps to ensure that Studio is able to comply with applicable law so that we can provide the guest with the necessary assurance that we process personal information safely.

Studio Management supplies a wide range of services. For each service, there are separate terms and conditions, stated in the agreements or confirmation letters forwarded in connection with each booking.

When you order one or more of these services you submit your personal information to Studio Management, Studio Management agrees too processes that personal information pursuant to

section 6, paragraph 1, of the EU General Data Protection Regulation.

2. How does Studio Management collect personal information?

Studio Management collects personal information as follows:

- When you choose to purchase and / or request one of Studio Management's services.
- From people who act on your behalf.
- On B2B market. This could be in a sales situation where offers are requested for one of Studio Management's services and / or a cooperation agreement is requested.
- Via browser cookies or web beacons.
- When using Studio Management's digital services.
- Upon enrollment at the Studio Management Club and when you subscribe to Studio Management's newsletters.
- From social media, advertising, and analysis providers, as well as public records.
- Via video surveillance at one of our properties.

Collection of personal data, and the processing thereof, will always be in accordance with applicable law. Video surveillance is installed as a security measure for both employees and guests.

Surveillance exists by the entrances and in public areas.

3. What information does Studio Management collect?

Studio Management collects the following personal information:

- Name, address, telephone number, e-mail address, date of birth and other general information.
- Credit card details - possibly as a guarantee of your reservation.
- Demographic information.
- User and booking history including the use of Studio Management's app, website, booking engine, and / or other digital services.
- The use of Studio Club.
- Feedback through our customer surveys.
- Feedback via physical and online based competitions.
- Feedback on social media and other digital platforms.
- Browser information.

You may, by expressing your consent, choose to provide Studio Management with personal information in addition to the general personal data that you consider to be of importance for security reasons and / or to allow Studio Management to specialize services specifically for you.

The information could for example be about:

- Disability
- Allergies
- Special food preferences
- Medical conditions

If you choose to share details of this nature with Studio Management, you are considered to have given Studio Management consent to register and store this sensitive information.

In addition to receiving information from yourself, Studio Management will in some cases receive information from third parties, for example; a group manager or a travel agent. In such cases, it is the responsibility of that third party to inform the relevant guests of Studio Management's terms, conditions, privacy and data processing policy. It is also the duty of the third party to obtain the necessary consent for the registration and processing of any sensitive information.

4. Online purchase by credit card

Studio Management uses the Danish Internet Payment System (Nets, Teller & Verifone incl.), DIBS (www.dibs.dk) in connection with your purchase of goods and credit card payment. Both DIBS and Studio Management are approved and certified by the Payment Systems of the Banks (www.pbs.dk).

5. What is the purpose of the collection?

Studio Management only collects personal information required as described in the separate terms and conditions of the individual services and in this privacy policy.

The individual service determines what personal information Studio Management collects, as well as the purpose of the collection.

Studio Management's purpose for collecting personal information may be one or more of the following:

- Processing your reservations and purchase of Studio Management services.
- To contact you before, during or after your Studio, if necessary. (Bookkeeping act 5 years)
- To ensure compliance with your request for services.
- Improvement and development of Studio Management's services, incl. specific requests.
- Guest relation management.
- Compliance with legal requirements

6. The legal basis for the handling

Hereby an explanation of the legal basis on which Studio Management processes your personal information.

For example, Studio Management may process your personal information because it is necessary to fulfill a contract with you. Studio Management may process your personal information in order to carry out certain actions and / or preparations at your request prior to entering into a contract.

The processing may also take place in case Studio Management needs to pursue a legitimate claim, unless your interests take priority.

Legitimate interests which Studio Management pursues include for example; the collection of statistics, customer surveys, interest-based marketing and analysis of general user behavior, too among other things improve your experience at Studio, and the quality of Studio Management's services.

If you inform Studio Management about special preferences and considerations such as health information, disability, religious beliefs, or similar, Studio Management uses the information to customize the service experience in accordance with your instructions, and your Studio with Studio in general.

In some cases, Studio Management will receive personal information from third parties, for example, in connection with a group reservation and / or an individual overnight Studio by a third party - such as an assistant, travel agent or similar.

In these cases, the person responsible for the group and / or the reservation is required to inform the affected guests of the Studio Management about the terms and conditions and the current privacy policy. Studio Management will inform you as soon as possible about who we have received your personal information from and when the information may be disclosed to third parties.

The processing of your personal information is imposed upon Studio Management by law. For example; in the case of guest registration at check-in, were the law requires certain personal data

to be registered. If you do not wish to provide us with the required information, or wish to identify yourself as required, Studio Management will not be able to offer services.

7. Your rights

According to the EU General Data Protection Regulation, you have a number of rights.

The rights are as follows:

- You have the right to know what personal information Studio Management records about you.
- You have the right to be informed and updated with regards to the personal information Studio Management has registered about you.
- You have the right to have your personal data deleted. If you wish to have your data deleted Studio Management will delete all information about you that Studio Management is not required to keep by law.
- In case the processing of specific personal data is based on your consent, you have the right to withdraw that consent, which means that processing of that data then ceases, unless Studio Management is otherwise required to by law.

Access to your personal data processed by Studio Management may be limited for the protection of other people's privacy, business secrets and intellectual property rights.

By request to Studio Management, you may either receive a copy of your personal information, update your personal information, raise objections or request to delete or restrict the processing of your personal information.

You may also contact Studio Management if you believe your personal data is being processed in violation of the law, or other legal obligations.

The request should be sent to:

Studio Management ApS

Krimsvej 29

2300 - Copenhagen S, Denmark.

CVR. Nr.: 36936069

E-mail: hello@cphstudiohotel.dk

Phone: 31 71 66 64

Studio Management will as soon as possible following your request forward the requested information to your home address. In connection with requests about corrections and / or the removal of personal information, Studio Management will investigate whether Studio can identify the person concerned as the proper registrant, and that Studio Management is not obliged to keep the recoded information by law.

If you wish to complain about Studio Management's collection or processing of your personal information, please contact Datatilsynet, Borgergade 28, 5. Sal, 1300 Copenhagen K, email dt@datatilsynet.dk, tel. 33 19 32 00.

8. If you apply for a job at Studio Management

When you apply for a job at Studio Management, the information that you have given to Studio Management is processed in connection with your application.

Typically, it will cover general personal information such as name, address, telephone number and email address, educational background information, and current and previous employment information.

Your information will be kept securely for 6 months.

Studio Management maintains data processing agreements with all the IT suppliers concerned in accordance with the EU Data Processing Rules (GDPR).

Only relevant managers, HR department and IT administrators can access your information, by using personal logins/passwords.

If you are employed by Studio Management, your information is stored in accordance with Studio Management's personal data policy for employees, as stated in the Studio Management employee manual.

Applications from candidates who are not employed are generally kept for 6 months after the rejection is given. Studio Management collects the consent of the applicant for filing the application in the recruitment system.

In certain cases, Studio Management may disclose your personal information if required by law or by a court order.

Studio Management protects your personal information in accordance with the described measures under paragraph 7 of this Privacy Policy.

If you wish to access the information that Studio Management has recorded about you, either in connection with updating your information, or because you want Studio Management to delete your information, please contact Studio Management's HR department.

9. Storage and sharing of your personal information

Studio Management protects your personal information and has implemented internal security rules that contain instructions and actions that protect your personal information against unauthorized disclosure and against gaining access or knowledge by unauthorized persons.

Studio Management has established procedures for granting access rights to those of our employees who handle sensitive personal data, and data that reveal information about personal interests and habits.

Studio Management monitors the access through logging and supervision.

To avoid data loss, Studio Management is constantly backing up our data sets.

In case of a security breach that results in a high risk of discrimination, ID theft, financial loss, loss of reputation or other significant disadvantage, Studio Management will notify you of the security breach as soon as possible.

Studio Management's security procedures are regularly reviewed based on the latest technological developments.

In addition to Studio Management's internal systems, Studio Management uses external IT service providers, IT systems, payment solutions, etc. that will process your personal information. Such third parties will only process your personal data in accordance with the data processing agreements with Studio Management.

Studio Management is working continuously with all the relevant suppliers in accordance with the new EU Privacy Policy (GDPR) rules. This ensures a high level of protection of your personal information. Data processing agreements has been signed with the suppliers concerned. In certain cases, Studio Management may also be required to disclose personal data by law or by decision of a public authority.

Studio Management deletes your personal information when Studio Management is no longer required by law to store the information, or when the purpose of the processing is done.

10. Cookies

Studio Management does not use cookies for Studio Management's digital services.

11. Contact

If you have questions, comments, or complaints about Studio Management's processing of personal information, please contact:

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