



ONE KEY TO THE CITY

Privacy Policy - OCID

ONLINECITY.GROUP

Buchwaldsgade 50

5000 Odense C DK

Company registration number: 36414219

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1. Introduction

At ONLINECITY.GROUP ApS (hereafter ONLINECITY), we value your privacy and take the protection of your personal information very seriously.

This Privacy Policy applies to the processing of personal data that occurs when we collect information about you and when you use our service OCID, ONLINECITY's user platform.

This Privacy Policy explains what personal data we collect on you as well as;

- ↪ Why personal information is collected
- ↪ How personal information is collected
- ↪ How the information is processed
- ↪ How and for how long the information is stored

The Privacy Policy also explains your rights in relation to your personal data and how you can exercise those rights, and it fulfills our duty in regards to the GDPR Art. 14.

The Privacy Policy must be read in conjunction with the terms of the particular service you use, which may indicate additional specific terms regarding the personal information that we collect about you.

2. Introduction

The company responsible within the frame of the GDPR and other national data protection laws of the member states as well as other data protection regulations is:

Our contact information

ONLINECITY.IO ApS
Buchwaldsgade 50
5000 Odense C

VAT ID: 27364276
Phone: +45 6611 8311
Mail: info@onlinecity.com

You may submit inquiries regarding personal data protection, privacy and security matters to gdpr@onlinecity.dk.

3. ONLINECITY as a data controller

ONLINECITY processes personal data only if this is necessary in order to provide a functioning website or our content and services. The processing of personal data takes place regularly only with consent. An exception applies to cases in which prior consent can not be obtained for reasons of fact and the processing of the data is permitted by law.

Any of the information we collect from you may be used for one or more of the following purposes:

- ↪ To deliver products or services to a user, customer or member.
- ↪ To provide service messages and information to users, customers or members.
- ↪ To prevent fraudulent behavior or misuse of the IT System.
- ↪ To store personal data to comply with applicable legislation requirements such as bookkeeping acts.
- ↪ To facilitate a sales process.
- ↪ To give support and service messages, including answering questions and complaints and sending updates about our products and services.

Depending on the specific circumstances, the processed personal data include the following types of personal data:

- ↪ Name
- ↪ Telephone number
- ↪ Email address
- ↪ Password
- ↪ IP address
- ↪ Google Data (data obtained from the user's Google account through SSO login, including email address and other profile information necessary for authentication)

If we need to collect more personal data than what is specified above, we will inform you about this. Such information may be provided by updating this Privacy Policy.

4. Use of cookies and tracking technologies

In addition to the information that you provide in connection with your account creation in order to use the services on the website, the website uses cookies. A cookie is a text file that is sent to your browser from a web server and stored on the hard disk of your desktop, tablet or smartphone. You can set your browser to notify you when you receive a cookie, or you can opt out of cookies altogether.

See ONLINECITY OCID's Cookie Declaration at <https://onlinecity-id.io/gatewayapi/cookies> for information on the cookies and tracking technologies we use.

5. Recipients of data and data transfer to third countries

5.1 Recipients of Data

ONLINECITY.IO does not sell, trade or transfer personally identifiable information to outside parties, except to trusted third parties. These parties have access to your data on a need-to-know basis and are required to keep it confidential.

We may share your personal data with the following categories of recipients:

- ↪ IT infrastructure and cloud service providers: To host and maintain our systems, services and communications platforms.
- ↪ Email and communication platforms: For sending service-related messages and managing communication flows.
- ↪ Analytics and tracking providers: To analyze and optimize user experience and platform performance.
- ↪ Professional advisors and legal services: To comply with legal obligations or to defend legal rights.
- ↪ Public authorities and regulators: Where required by law or applicable regulation.
- ↪ Group companies (**ONLINECITY.GROUP ApS entities**): For internal administrative purposes and to provide you with a seamless experience across our platforms.

5.2 Data transfer to third countries

We use services from providers located in third countries (outside the EU/EEA) where data protection standards may not be equivalent to those in the EU. In such cases, if no adequacy decision has been made by the European Commission, we take appropriate measures to ensure an adequate level of protection, such as using standard contractual clauses or binding internal data protection rules.

However, if data is transferred to a third country without such safeguards, there is a risk that authorities in that country (e.g. intelligence services) could access and analyze the data, and your rights may not be fully enforceable.

You can find more information about how we secure your personal data and your rights in Section 7 of this Privacy Policy.

6. How long do we keep your personal information?

In principle, we only store personal data for as long as it is necessary to fulfill contractual or legal obligations for which we collected the data. After that, we delete the data immediately, unless we still need the data until the expiry of the statutory limitation period for evidence purposes for claims under civil law or due to statutory retention obligations.

We delete or block the personal data of the data subject as soon as the purpose of the storage is fulfilled. It may also be stored if provided for by the European or national legislator in EU regulations, laws or regulations to which our company is subject. Blocking or deletion of the data also takes place when a storage period prescribed by the standards mentioned expires, unless there is a need for further storage of the data for conclusion of a contract or fulfillment of the contract.

7. Your Rights

If we process your personal data - after successful identification - you have the following rights towards us:

- ↪ Right to information (Article 15 GDPR)
- ↪ Right to rectification (Article 16 GDPR) - You can always update your information by logging into your account
- ↪ Right to deletion (Article 17 GDPR) - meaning to get your account deleted with all history as long as this does not conflict with other legislation, including the Danish Bookkeeping Act.
- ↪ Right to restriction of processing (Article 18 GDPR)
- ↪ Right to data portability (Article 20 GDPR)
- ↪ Right to withdraw consent (Article 7(3) GDPR)
- ↪ Right to object to certain data processing activities (Article 21 GDPR)

In order to exercise your rights described here, you can contact us at any time using the contact details listed under “Name of the person responsible”.

You may at any time lodge a complaint with a supervisory authority regarding ONLINECITY’s collection and processing of your personal data, In Denmark, you can lodge a complaint with the Danish Data Protection Agency at www.datatilsynet.dk.

8. Securing personal data

Protecting the information you give us or that we receive about you is our priority. We take appropriate security measures to protect your information from loss, misuse and unauthorized access, alteration, disclosure or destruction.

ONLINECITY.IO has taken measures to ensure the ongoing confidentiality, integrity and availability and resilience of systems and services that process personal data, and will restore the availability and access to information in the event of a physical or technical incident in a timely manner.

9. Update this privacy policy

We occasionally update this policy. Updates will be published on our website, and we encourage you to review it regularly.

- 1.10** We occasionally update this policy. If this happens, we will notify you of the changes via the website. You automatically accept the changes to the Privacy Policy - to the extent permitted by applicable law - by using our service after being notified of any such changes. Therefore, we urge you to regularly review this policy on the website for the latest information on how we protect your personal information.
- 1.11** In the event that we make material changes that restrict ONLINECITY's rights or obligations under this Privacy Policy, we will publish a clear notice that informs users when they are updated.