

**Privacy policy for  
The Rejsekort-app  
Valid from 20 Februar 2026**

**Version 6**

## 1. Data Controller

Rejsekort & Rejseplan A/S is the data controller for the processing of personal data collected in connection with the use of Rejsekort & Rejseplan A/S' systems, including the Basiskort and Self-Service at [www.mit.rejsekort.dk](http://www.mit.rejsekort.dk).

See contact information under section 3 below.

## 2. Privacy Policy for the Rejsekort-app

Rejsekort & Rejseplan A/S places great importance on ensuring that you feel secure as a customer with us and when using Rejsekort & Rejseplan A/S' systems, including the Basiskort, the Rejsekort app, our website, and the Self-Service portal at [www.mit.rejsekort.dk](http://www.mit.rejsekort.dk).

Therefore, Rejsekort & Rejseplan A/S processes the information you provide to us, as well as the data we collect about you in connection with your use of the Rejsekort app and our other systems, responsibly, with respect for your privacy, and of course in accordance with applicable data protection regulations.

You can read more about how we process your information in this privacy policy, which applies specifically to the Rejsekort app. If you use both the Rejsekort app and the Basiskort, you should read both privacy policies, as there are differences in the types of data collected and how long they are retained.

The Rejsekort app is a mobile application (hereinafter referred to as "app" or "the app") developed by Rejsekort & Rejseplan A/S, through which you can purchase valid electronic tickets (travel authorisation) for public transport from transport operators affiliated with Rejsekort & Rejseplan A/S. For information about the affiliated transport operators, please refer to section 3 of the Rejsekort app terms and conditions.

## 3. Kontaktoplysninger for dataansvarlig og databeskyttelsesrådgiver

Rejsekort & Rejseplan A/S's contact details are:

Rejsekort & Rejseplan A/S  
Automatikvej 1  
2860 Søborg  
CVR-nr.: 27 33 20 72

Rejsekort Customer Center Phone: 70 11 33 33

Via contact form at [https://www.rejsekort.dk/rejsekort\\_app/Kontaktformular](https://www.rejsekort.dk/rejsekort_app/Kontaktformular)

By letter to:  
Rejsekort Customer Center PO Box 736  
2500 Valby, Denmark

Contact details for our Data Protection Officer (DPO) are

[DPO@rejsekort.dk](mailto:DPO@rejsekort.dk)

Phone: 70 20 40 08

## **4. What data do we collect and what is the purpose of the processing?**

Rejsekort & Rejseplan A/S processes the information you provide when registering as a user of the Rejsekort app. Rejsekort & Rejseplan A/S also processes a range of data generated through your use of the app and the Self-Service portal.

General information about registering as a customer in the Rejsekort app and Basiskort:

You create a unique account that will be used across Rejsekort & Rejseplan A/S' two products, the Rejsekort app and the Basiskort, if you use both products.

This means that if you use both the Rejsekort app and the Basiskort, you only need to create one account. If you update your information, the changes will apply to your account and both products.

### **4.1 Information when creating your account**

The information you provide in connection with creating your account is:

- Your mobile phone number
- Your email address
- Your first and last name
- Your date of birth
- Information about the associated payment method

A system-generated unique user ID is also created and linked to your account, and when the account is created, a customer type is assigned to your account based on the date of birth you entered.

### **4.2 Information when registering a user under the age of 18**

An adult with parental authority or legal guardian must, when creating an account for a user under 18 years of age (the child), provide the following information:

- Child's first and last name
- Child's date of birth

When creating an account for a child, the adult must confirm via a MitID lookup that they are at least 18 years old. No other information is collected from MitID except the confirmation that the adult is at least 18 years old.

Information about the adult's payment method is automatically linked to the child's account. The child must provide their mobile phone number when registering in the app, while an email address is optional.

### **4.3 Information when applying and creating the customer type Pensioner under 67 years of age**

When applying to be registered with the customer type “Pensioner under 67 years of age,” Rejsekort & Rejseplan A/S needs to process additional personal data about you.

Your identity must be verified either through a MitID lookup or other documentation. Through the MitID lookup, Rejsekort & Rejseplan A/S receives information about your first name, last name, and date of birth from MitID, which is recorded on your account. If the identity validation is successful, your account will be marked as identity-validated, while a failed validation will not result in any registration on your account.

In connection with applying for the customer type “Pensioner,” you must consent to Rejsekort & Rejseplan A/S collecting and processing your CPR number. Rejsekort & Rejseplan A/S processes your CPR number to check whether you are already registered with the customer type “Pensioner” in the system linked to the physical Rejsekort, and whether this customer type can therefore be transferred to your account in the Rejsekort app. If you do not have a physical Rejsekort with the customer type “Pensioner,” your CPR number will be processed to check whether you are registered as a recipient of early, senior, or disability pension (including partial pension) from Udbetaling Danmark. If Rejsekort & Rejseplan A/S can identify you as a recipient of one of these benefits, the customer type “Pensioner” will be registered on your account. Rejsekort & Rejseplan A/S does not receive information about which specific pension benefit you receive but only a general confirmation from Udbetaling Danmark.

You may withdraw your consent from the processing of your CPR number at any time. Once the application process is completed, Rejsekort & Rejseplan A/S deletes your CPR number. Therefore, in practice, withdrawing your consent to the processing of your CPR number will have no effect.

### **4.4 Information when applying and creating the customer type Disabled**

When applying to be registered with the customer type “Disabled,” Rejsekort & Rejseplan A/S needs to process additional personal data about you.

In connection with applying for the customer type “Disabled,” you must consent to Rejsekort & Rejseplan A/S collecting and processing your CPR number and the information about the customer type “Disabled,” as this customer type is considered health-related information.

You may withdraw your consent to the processing of the information about the customer type “Disabled” at any time. However, this will mean that you cannot travel with the customer type “Disabled” on future journeys.

Rejsekort & Rejseplan A/S processes your CPR number briefly to identify you in the system linked to the physical Rejsekort, to check whether you are already registered with the customer type “Disabled” and can therefore have this customer type transferred to your account in the Rejsekort app.

You may withdraw your consent to the processing of your CPR number at any time. Once the application process in the app is completed, Rejsekort & Rejseplan A/S deletes your CPR number. Therefore, in practice, withdrawing your consent to the processing of your CPR number will have no effect.

Your identity must be verified either through a MitID lookup or other documentation. Through the MitID lookup, Rejsekort & Rejseplan A/S receives information about your first name, last name, and date of birth from MitID, which is recorded on your account. If the identity validation is successful, your account will be marked as identity-validated, while a failed validation will not result in any registration on your account.

#### **4.5 Information about marketing consent**

If you give marketing consent, Rejsekort & Rejseplan A/S will record your consent until you withdraw it yourself. You can withdraw your consent at any time – either directly in the app or through the channels where you receive marketing, such as email.

#### **4.6 Information about multiple travellers checked in on your account**

Rejsekort & Rejseplan A/S records which customer types you add, as well as the number of travelers per customer type on the journey, to calculate the correct price.

#### **4.7 Location and activity information**

##### App's access to data:

When you use the app to purchase a ticket/travel authorization for public transport, Rejsekort & Rejseplan A/S collects the necessary location information (GPS) and activity information (motion sensors) from your mobile phone.

The app only has access to data that is necessary to provide you with valid travel authorization for public transport, and it only has access to data when you open the app, as well as during your journey from check-in to check-out, and until your journey has been calculated.

Rejsekort & Rejseplan A/S does not record location information or activity data (motion sensors) when you are not using the app, for example, if it is running in the background on your phone.

##### When is data only on your phone, and when is it sent to Rejsekort & Rejseplan A/S?

When you open the app, your location is recorded locally on your phone for 5 minutes at a time, with continuous overwriting of new data if you keep the app open for longer than 5 minutes without checking in. This is done to find the nearest station or stop, which becomes the starting location when you check in.

If you open and close the app without checking in, the recorded location information will neither be stored on your phone nor sent to Rejsekort & Rejseplan A/S.

If you open the app and check in, only location data for the last 2 minutes before check-in is forwarded to Rejsekort & Rejseplan A/S (i.e., from when you open the app until you check in) to verify that the stop identified by the system is correct.

##### When you check in

When you check in, the time and location of the check-in are sent to Rejsekort & Rejseplan A/S, and the app then tracks and forwards your location and activity until you check out again.

##### When you check out (either manually or automatically by the system)

When you check out immediately after completing your journey, the location marking the end of the journey is sent to Rejsekort & Rejseplan A/S.

If you do not check out immediately after completing your journey, the app continues to collect location data to ensure that you still have valid travel authorization, even if you change means of transport. When you

subsequently check out yourself or the system checks you out automatically, your journey will be calculated, and the most likely location where your journey actually ended will be used as the final destination.

The app stops collecting and forwarding your location data once you have checked out, either manually or automatically by the system, and the system has calculated your journey. This means the app stops collecting your location data as soon as the system has determined where the check-out occurred. In areas with poor mobile coverage, it may take longer to register your location than in areas with good coverage. This process ensures that you have valid travel authorization for the entire journey, that the correct ticket matching your route and modes of transport is generated, and that the correct price is calculated.

#### Purpose of collecting location data from the end of the journey until check-out

Rejsekort & Rejseplan A/S collects location information and activity data from the time your journey ends until the system has registered your check-out, to ensure:

1. that the system functions correctly, including improving functionality and correcting system errors
2. that you have not misused the system, and
3. that we can serve you in Rejsekort Customer Service

For point 1, Rejsekort & Rejseplan A/S stores and processes the personal data in a pseudonymized form, meaning that the data is masked and cannot immediately be linked to you without additional information.

For points 2 and 3, Rejsekort & Rejseplan A/S needs to process and store the personal data in a directly identifiable form, as Rejsekort & Rejseplan A/S must know the identity of the individual customer, for example, to correct travel information where an end destination has been calculated incorrectly and to detect and prevent specific misuse of our system.

## **4.8 Information about travel history and payments**

You can view your travel history and completed payments in the Rejsekort app and on Self-service. If you have checked in multiple travelers on your journey, you will also be able to see this.

Since you have the right to review and, if necessary, dispute the calculation of your journeys, Rejsekort & Rejseplan A/S stores your travel history and completed payments for your use of the Rejsekort app for 36 months.

If you pay for a user under 18 years of age in the Rejsekort app and/or Basiskort, you will also be able to see the payment and an overview of the travel history (start and end station/stop) for that user. As users under 18 cannot add a payment method themselves in the Rejsekort app, they do not have access to completed payments but can access their travel history in the app.

## **4.9 Information when contacting Rejsekort Customer Center**

If you contact Rejsekort Customer Center via phone, contact form in the app, or the website, Rejsekort & Rejseplan A/S will also store the personal data you provide in connection with your inquiry and that is relevant to your request and customer relationship.

When contacting Rejsekort Customer Center by phone, your calls will be recorded if you give consent. The recordings are used for documentation and training purposes and are deleted after 30 days. You can withdraw your consent at any time by contacting Rejsekort Customer Center.

## 5. Profiling for the purpose of detecting and preventing misuse of the app

Rejsekort & Rejseplan A/S uses profiling to detect and prevent misuse of the Rejsekort app. Profiling takes place when the system identifies behavior resembling misuse in completed journeys. Each journey is automatically checked for signs of misuse. The system assigns a point value to each individual journey as an indicator of whether the travel pattern for that journey shows signs of misuse. The system calculates the point value for each journey in isolation. The system stores all the generated point values per customer, and these values are used as part of any specific manual case handling in the event of suspected misuse.

A more detailed description of how misuse is handled can be found in the Terms and Conditions for the Rejsekort app, which you can access directly in the app, as well as on [www.rejsekort.dk](http://www.rejsekort.dk) under [Legal documents](#)

In the Rejsekort app and Basiskort system, profiling serves as decision support for caseworkers, and therefore no automated decisions are made.

### 5.1 Information about possible account blocking

Rejsekort & Rejseplan A/S may, under certain circumstances, block your account in cases of misuse-like behavior, so that you are prevented from using both the app and the Basiskort. Read more about the rules for handling misuse in the Terms and Conditions for the Rejsekort app, which you can access directly in the app, as well as on [www.rejsekort.dk](http://www.rejsekort.dk) under [Legal documents](#)

## 6. Who has access to personal data?

Only employees with a work-related need at Rejsekort & Rejseplan A/S and at the data processors listed below have access to the collected personal data.

This includes employees at:

### Transport operators

Relevant staff at affiliated transport operators have access to information necessary to manage and support your customer relationship. This includes your travel and payment history, as well as your personal details such as name, date of birth, contact information, etc.

Transport operators include:

- GoCollective
- DSB
- Metroselskabet
- Fynbus
- Movia
- Nordjyllands Trafikselskab
- Midttrafik
- Sydtrafik
- Hovedstadens Letbane

- IT suppliers  
Rejsekort & Rejseplan A/S' IT suppliers act as data processors and have therefore signed a data processing agreement, which obligates them to comply with data protection regulations and only process your information in accordance with our instructions. The IT supplier Fairtiq provides and operates the Rejsekort app, Basiskort, and associated systems
- In addition, Rejsekort & Rejseplan A/S uses the IT suppliers MailJet, Amazon Simple Email Service, and LINK Mobility for sending emails and SMS messages to Rejsekort users, as well as VIPPS MobilePay and Frisbii for handling payments, and Lector for managing other case processing.

## 6.1 Disclosure of personal data

If relevant, Rejsekort & Rejseplan A/S discloses necessary personal data, including travel history, travel price and number (not GPS points), in pseudonymized form to the affiliated transport companies in connection with revenue sharing and settlement with these companies, as well as for their independent processing of financial matters, traffic analyses and planning in accordance with the Act on Transport Companies.

If relevant, Rejsekort & Rejseplan A/S discloses necessary personal data in immediately identifiable form to the affiliated transport companies in connection with their independent processing of penalty fare cases, debt collection cases, customer complaints, travel time guarantee cases and financial matters. Rejsekort & Rejseplan A/S discloses the necessary personal data to the affiliated transport companies based on Article 6(1)(f) of the General Data Protection Regulation, as Rejsekort & Rejseplan A/S pursues a legitimate interest in safeguarding the transport companies' claims under agreements with customers, and as customers' interests do not override this.

In the same way, and only if relevant, Rejsekort & Rejseplan A/S discloses your personal data to public authorities, primarily to the Danish Transport Authority, which, among other things, carries out revenue sharing for certain income in public transport.

Rejsekort & Rejseplan A/S discloses relevant information about you, such as name, address, phone number, email address and case number to the research institutes Wilke, Epinion and Axxessnordic for the purpose of conducting voluntary customer satisfaction surveys on behalf of Rejsekort & Rejseplan A/S. The research institutes delete the received personal data once the task has been completed. Rejsekort & Rejseplan A/S assesses that it is lawful to disclose the necessary personal data to the mentioned research institutes, as the customer satisfaction surveys are carried out for a compatible purpose, ensuring continuous optimization of customer relations, including solutions and processes.

In addition, Rejsekort & Rejseplan A/S, in certain situations, discloses personal data for use in research projects. Rejsekort & Rejseplan A/S only discloses personal data if it specifically assesses that the disclosure is lawful, serves a legitimate and reasonable purpose, and is ethically defensible. Furthermore, Rejsekort & Rejseplan A/S ensure that the disclosed data is protected to the greatest possible extent, including through pseudonymization if full anonymization of the data is not possible.



## 7. How and for how long is information about you stored, including the legal basis?

Rejsekort & Rejseplan A/S stores your personal data in IT systems with controlled and restricted access and on servers hosted by AWS Amazon within the EU. Rejsekort & Rejseplan A/S also protects your personal data with appropriate technical and organizational security measures from the time of registration until deletion. Rejsekort & Rejseplan A/S deletes your personal data as soon as it is no longer needed to fulfill the purposes for which the data was collected.

Rejsekort & Rejseplan A/S retains information about you as a customer for as long as necessary for the purposes mentioned in section 4, cf. the table below:

Type of Personal Data	Retention Period	Legal Basis
Master data (name, age, etc.)	As long as you are a customer with us and for up to 5 years after the end of the year in which the customer relationship has ended (or in the case of an inactive customer relationship).	As long as you are a customer with us, GDPR Art. 6(1)(b). After the customer relationship has ended, in accordance with GDPR Art. 6(1)(c), cf. Section 12 of the Danish Bookkeeping Act.
Contact details (email and optional phone number).	As long as you are a customer with us and for up to 3 years after your last trip.	As long as you are a customer with us, GDPR Art. 6(1)(b). After the customer relationship has ended, GDPR Art. 6(1)(f), as we consider that we have a legitimate interest in being able to document this information in connection with any claim you may make against us until the limitation period of 3 years, cf. Section 3 of the Danish Limitation Act.
Information that, as an adult, you have been age-validated (confirmed to be at least 18 years old) in connection with linking a child to your account.	As long as you are a customer with us the information solely enables the possibility of registering a child under the age of 18.	As long as you are a customer with us, GDPR Art. 6(1)(b).
CPR number, if you apply for the customer type Disabled or Pensioner (under 67 years).	As long as Rejsekort & Rejseplan A/S is processing your application, after which your CPR number will be deleted.	Your consent, cf. GDPR Art. 6(1)(a).
Information that, as a customer, you have been identity-validated in connection with being registered with the customer	As long as you are a customer with us and for up to 3 years after you have taken your last trip using public transport, and	As long as you are a customer with us, GDPR Art. 6(1)(b).

type Disabled or Pensioner (under 67 years).	the final transaction has been completed.	
Information about your customer type, the number and types of additional travelers, and the price of trips.	5 years from the end of the year to which the transaction relates.	GDPR Art. 6(1)(b), as long as you are a customer with us, and after the customer relationship has ended GDPR Art. 6(1)(c), cf. Section 12 of the Danish Bookkeeping Act.  Customer type "Disabled" is based on obtained consent (GDPR Art. 9(2)(a) and Art. 6(1)(a).
Information about your mobile device, brand and model, operating system, etc.	3 years from the registration of the information.	GDPR Art. 6(1)(f), as we consider that we have a legitimate interest in being able to document this information in connection with any claim you may make against us until the limitation period of 3 years, cf. Section 3 of the Danish Limitation Act.
Information about your travel data, including location information (GPS) and activity <b>data from the start of the journey to its end</b> (part of the journey on public transport). Example: location data collected from the moment you board the S-train line A until you get off the S-train again.	We store travel data (your journey on public transport) for 3 years from the registration of the information.  After this, travel data is stored in anonymized form for analytical purposes.	GDPR Art. 6(1)(f), as we consider that we have a legitimate interest in being able to document this information and the calculated route as well as the price in connection with any claim you may make against us until the limitation period of 3 years, cf. Section 3 of the Danish Limitation Act.
Location information collected from check-in until the start of the journey (not part of the journey on public transport).  Example: location data collected from the moment you check in until you board the S-train line A.	Location information and activity data are deleted after 2 months – with regard to data beyond 5 minutes before the start of the journey with the first public transport vehicle.  The information is retained for an additional 2 months in backup for technical reasons.	GDPR Art. 6(1)(f), as we consider that we have a legitimate and lawful interest in detecting and preventing fraud with the app, as well as making system improvements and correcting system errors for the benefit of all public transport passengers.
	Rejsekort Customer Center only has access to this information for 30 days from the journey for customer service purposes.	GDPR Art. 6(1)(f), as we consider that we have a legitimate and lawful interest in being able to correct any incorrectly calculated journey, so

		that you pay in accordance with the actual journey undertaken.
<p>Location information collected between two “connected” journeys on public transport, where check-out has not occurred before the completion of the last part of the journey – and where the time between the two journeys exceeds 30 minutes.</p> <p>Example: location data collected from the moment you get off the S-train line A until you board the Metro line M2.</p>	<p>Location information and activity data are deleted after 2 months – with regard to data beyond 5 minutes after the final destination of the first public transport vehicle and up to 5 minutes before the start of the next public transport journey.</p> <p>The information is retained for an additional 2 months in backup for technical reasons.</p>	<p>GDPR Art. 6(1)(f), as we assess that we have a legitimate and reasonable interest in detecting and preventing fraud related to the app, as well as implementing system improvements and correcting system errors for the benefit of all passengers using public transportation.</p>
	<p>Rejsekort Customer Center only has access to this information for 30 days from the journey for customer service purposes.</p>	<p>GDPR Art. 6(1)(f), as we assess that we have a legitimate and reasonable interest in being able to correct any incorrectly calculated journey, so that you pay in accordance with the actual journey undertaken.</p>
<p>Location information and activity data related to the period from the final destination/end of the journey by public transport until check-out (i.e., the period that does not concern travel by public transport).</p> <p>Example: location data collected after you exit Metro line M2 until your check-out.</p>	<p>Location information and activity data are deleted after 2 months – insofar as the data exceeds 5 minutes after the end of the journey.</p> <p>The information is retained for an additional 2 months in backup for technical reasons.</p>	<p>GDPR Art. 6(1)(f), as we assess that we have a legitimate and reasonable interest in detecting and preventing fraud related to the app, as well as implementing system improvements and correcting system errors for the benefit of all passengers using public transportation.</p>
	<p>Rejsekort Customer Center only has access to this information for 30 days from the journey for customer service purposes.</p>	<p>GDPR Art. 6(1)(f), as we assess that we have a legitimate and reasonable interest in being able to correct any incorrectly calculated journey, so that you pay in accordance with the actual journey undertaken.</p>
<p>Case information recorded when contacting Rejsekort Customer Center via phone, contact form in the app, or on the website.</p>	<p>3 years from the registration of the information.</p>	<p>GDPR Art. 6(1)(f), as we assess that we have a legitimate interest in being able to document this information in connection with any claim you may make against us until the limitation period of 3 years, pursuant to Section 3 of the Danish Limitation Act.</p>

Recordings of telephone conversations at the Rejsekort Customer Center Center.	30 days from the time of the recording.	Your consent, pursuant to GDPR Art. 6(1)(a).
Marketing consent.	Until you withdraw your consent yourself. After the consent has been withdrawn, we are obliged to retain information about this for 2 years.	Your consent, pursuant to GDPR Art. 6(1)(a) Your marketing consent is obtained in accordance with Section 2, No. 14 of the Danish Marketing Practices Act, cf. Section 10, and can be withdrawn at any time.

The retention period may, following a specific assessment, be deviated from so that personal data is deleted earlier or later if there are concrete, legitimate reasons for doing so. For example, this may be the case if you request deletion and it has been more than 5 years since you used the app to purchase a ticket/travel entitlement. In such a case, your data may be deleted earlier than indicated in the table. Conversely, if, for example, a case is pending before the courts, the specified retention periods may, following a specific assessment, be extended beyond what is stated in the table.

If you also use a Basiskort, you can read the specific retention periods in the Privacy Policy for Basiskort, which can be found at on [www.rejsekort.dk](http://www.rejsekort.dk) under [Legal documents](#)

#### Transfer of data to third countries

Rejsekort & Rejseplan A/S stores data only on servers located within the EU. However, Rejsekort & Rejseplan A/S has suppliers based outside the EU, namely in Switzerland and the USA. The supplier in the USA is affiliated with the EU-U.S. Data Privacy Framework and thus falls under the European Commission's adequacy decision from July 2023. In addition, Switzerland is on the European Commission's list of secure third countries.

## 9. Your rights

Under the General Data Protection Regulation, you have a number of rights regarding Rejsekort & Rejseplan A/S' processing of your personal data. If you wish to exercise your rights, you must contact Rejsekort & Rejseplan A/S. See contact details above under section 3.

#### Your rights are:

##### *Right of access*

You have the right to access the personal data that Rejsekort & Rejseplan A/S processes about you.

##### *Right to rectification*

You have the right to have incorrect information about yourself corrected. You also have the right to have your information supplemented with additional details if this will make your personal data more complete and/or up to date. You can update your account information yourself directly in the app, in Self-Service, via a staffed sales point, or through the Rejsekort Customer Center.

#### *Right to erasure*

In special cases, you have the right to have information about you deleted before the time of the general deletion occurs. Whether you can have your data deleted earlier will depend on a specific assessment.

#### *Right to restriction of processing*

In certain cases, you have the right to have the processing of your personal data restricted. If you are entitled to restriction, Rejsekort & Rejseplan A/S may only process the data in the future – apart from storage – with your consent, or for the purpose of establishing, exercising or defending legal claims, or to protect a person or important societal interests.

#### *Right to object*

In certain cases, you have the right to object to Rejsekort & Rejseplan A/S' otherwise lawful processing of your personal data. This only applies if the processing is based on Article 6(1)(f) of the General Data Protection Regulation (legitimate interest). Rejsekort & Rejseplan A/S may then only process your personal data if it can demonstrate compelling legitimate grounds for the processing that override your interests, rights and freedoms, or if the processing is necessary for the establishment, exercise or defense of legal claims.

You may also object to the processing of your data for direct marketing purposes.

#### *Withdrawal of consent*

If you have given consent, you have the right to withdraw your consent at any time. You can do this by contacting Rejsekort Customer Center using the contact details provided above under section 1. If you choose to withdraw your consent, this does not affect the lawfulness of the processing carried out before you withdrew your consent.

If you withdraw your consent, Rejsekort & Rejseplan A/S will generally limit future processing of your personal data by deleting or anonymizing the personal data processed on the basis of your consent.

#### *Right to 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 these personal data transmitted to another data controller without hindrance.

## **9.1 Right to lodge a complaint with the Danish Data Protection Agency**

If you are not satisfied with our processing of your personal data, or if you have any questions, you are welcome to contact us.

You can file a complaint about Rejsekort & Rejseplan A/S' processing of your personal data with the Danish Data Protection Agency.

The Danish Data Protection Agency can be contacted at:

Datatilsynet  
Carl Jacobsens Vej 35  
2500 Valby

Phone: +45 33 19 32 00

Email: [dt@datatilsynet.dk](mailto:dt@datatilsynet.dk)

[www.datatilsynet.dk](http://www.datatilsynet.dk)

Mail: [dt@datatilsynet.dk](mailto:dt@datatilsynet.dk)

[www.datatilsynet.dk](http://www.datatilsynet.dk)

## 10. Cookies

Rejsekort & Rejseplan A/S uses cookies on the Self-Service site [www.mit.rejsekort.dk](http://www.mit.rejsekort.dk) if you give your consent, unless the cookies are strictly necessary.

The consent solution complies with applicable regulations, including the Danish Data Protection Agency's guidelines on processing personal data about website visitors.

A cookie is a small text file stored on your device through your browser. The cookies used by Rejsekort & Rejseplan A/S cannot contain viruses.

Necessary cookies help make a website usable by enabling basic functions. Preference cookies make it possible to remember information such as your preferred language. Statistical cookies provide insights into how visitors use [www.mit.rejsekort.dk](http://www.mit.rejsekort.dk).

### **Access to information from cookies:**

Relevant employees at Rejsekort & Rejseplan A/S have access to the collected information. In addition, information is shared in the form of statistics and similar, without specifying individual IP numbers, with the affiliated transport companies for the purpose of gaining better knowledge about the use of the website.

## 11. Changes to this Privacy Policy

Rejsekort & Rejseplan A/S regularly reviews this Privacy Policy to keep it updated and aligned with the way the Rejsekort app operates as well as applicable principles and legislation.

Significant changes to the Privacy Policy will be published on the website [www.mit.rejsekort.dk](http://www.mit.rejsekort.dk) together with an updated version of the Privacy Policy. You can also always find the latest version of the Privacy Policy in the app or in Self-Service.