

# DEKMANTEL Privacy Statement

This Privacy Statement explains how DEKMANTEL B.V. ("DEKMANTEL", "we" or "us") collects and uses the personal data of buyers of tickets, visitors to and participants in events organised by or on behalf of DEKMANTEL, users of our websites and webshop, and users of the DEKMANTEL mobile application (the "App"). DEKMANTEL considers it important that the collection and processing of your personal data takes place in a careful and secure manner.

In this Privacy Statement, buyers of a ticket to a DEKMANTEL event, visitors to a DEKMANTEL event, and users of DEKMANTEL services, websites and the App are referred to as "the user" or "you".

## 1. Controller and contact details

DEKMANTEL B.V., with its registered office and principal place of business at Wagenstraat 5, 1017 CZ Amsterdam, The Netherlands (Chamber of Commerce number 58295372), is responsible for collecting and processing your personal data. DEKMANTEL is therefore the controller within the meaning of the General Data Protection Regulation (GDPR) and related implementing acts.

If you have questions about this Privacy Statement, or if you wish to exercise your rights, you can contact us at [privacy@dekmantel.com](mailto:privacy@dekmantel.com).

The App is developed and maintained for DEKMANTEL by Bravoure, which acts as a processor on DEKMANTEL's instructions. DEKMANTEL remains the controller for the personal data processed through the App.

## 2. Scope: our websites, App and events

DEKMANTEL manages several websites concerning the events it organises or that are organised on its behalf, linked or not linked to the deployment of apps and social media. These websites, together with the App and any social media, are jointly referred to as "the Websites and App". This concerns in particular the following websites and related domains:

- [www.dekmantelfestival.com](http://www.dekmantelfestival.com)
- [www.dekmantel.com](http://www.dekmantel.com)
- [shop.dekmantel.com](http://shop.dekmantel.com)
- [www.hetkabinetfestival.nl](http://www.hetkabinetfestival.nl)
- [www.dekmantelfestival.com.br](http://www.dekmantelfestival.com.br)
- [www.dekmantelselectors.com](http://www.dekmantelselectors.com)

The App is an application for our festivals, artists and visitors. Through the App, visitors can browse the festival line-up and timetable, save their favourite artists and sets, access their tickets, find their way on the festival map, and receive event information and notifications.

We may modify the App from time to time and introduce new features. To enable new features and improved functionality, you may be asked to download and install updates.

Generally speaking, DEKMANTEL can collect your data when you register for a DEKMANTEL newsletter, when you create an account on one of our Websites or in the App, when you purchase a ticket to or attend a DEKMANTEL event, when you make a purchase through our webshop, when you post or send content through the App, when you send an e-mail to us, or when you disclose your data publicly through our Websites and App, social media or another public platform. The information DEKMANTEL receives in this connection is used to deliver and improve our services, for marketing purposes, and to offer our users sound and personalised services.

### **How this applies to the DEKMANTEL App**

Parts of this Privacy Statement describe our Websites and events as well as the App. For clarity, in the current version of the App:

- The App contains no third-party advertising. We do not use advertising identifiers (such as the Advertising ID or IDFA) and we do not track you across other apps or websites.
- Location is used only on your device to show your position on the festival map. Your GPS location is not transmitted to or stored by DEKMANTEL.
- The App has no public posting or user-to-user messaging. Content you create in the App, such as your favourite artists, is visible only to you and is used to personalise your experience.
- The usage, analytics, crash and diagnostic data we collect through the App, and the providers that process it, are described in sections 4 and 8.

## **3. How DEKMANTEL collects data**

DEKMANTEL can receive information from you in the following ways:

- **Directly from you**, for example when you send us an e-mail containing a question, use our webshop or customer service, create a personal account on one of our Websites or in the App, post or send content through the App, or participate in a competition or giveaway organised by DEKMANTEL.
- **Through our Websites and App**, mainly for the performance, improvement and registration of our services, for example through cookies and similar technologies on the Websites and through device identifiers and software development kits (SDKs) in the App. We are also allowed to process anonymous location data without consent.
- **Through third-party services** that act on the instructions of DEKMANTEL. This Privacy Statement also applies to data collected through the websites or platforms of these third parties when they act as processor on DEKMANTEL's instructions. This includes the online sale of tickets to events organised by or on behalf of DEKMANTEL through the websites of our ticketing partner(s), such as See Tickets and Paylogic (part of the Eventim group). Our ticketing partner(s) and other DEKMANTEL contractors may also collect data for their own purposes through their websites. DEKMANTEL is not responsible for the collection and processing of data

that does not take place on its instructions, and you should address the relevant third parties directly in that case. We refer you to the privacy policy and conditions of the relevant websites and platforms.

- **At our events**, where DEKMANTEL may process the data of visitors, for example by registering (by camera) all or parts of an event for commercial or security purposes. Visitors are always informed of such recording and processing when entering an event location. Such data are not shared with third parties without consent, insofar as consent can reasonably be obtained, unless DEKMANTEL is required by law to do so.

## 4. Data we collect

DEKMANTEL may process data of users, including personal data. The data we may collect in respect of you are:

- **Contact and account details** as provided by you, including your name, address, e-mail address, customer number, account username, the number of tickets purchased, and, where relevant, the location and seat number(s).
- **Payment and invoicing details**, when you purchase a ticket or product, for the purpose of financial handling and administration.
- **Website and App data**, including your IP address, unique device identifier, traffic and location data, and information about what you have done on our Websites and in the App. For more information about cookies, see the cookie policy below.
- **Content you post or send, such as personal responses on our Websites (for example blog comments or "after" pages) and messages you place on social media managed by us or on our behalf. In the App, the content you create, such as your selected favourite artists, is visible only to you.**
- **Information about your personal preferences**, including your musical taste based on selected favourite artists or tickets purchased previously.
- **Special category data**, where you are disabled and want to make sure you can have the best possible experience at our events. We collect data concerning your needs in order to meet your accessibility requirements. This may include data regarding your mental and physical health, including the use of special medication, which you provide to us when applying, for example, for a disabled parking space.
- **Data concerning minors**, in the limited cases in which we collect the personal data of minors. We always request consent from the parents or legal representatives and collect and process such information exclusively for the purposes specified at the moment we collect it. See section 6 on minimum age.

## 5. Why we use data and our legal bases

DEKMANTEL uses the data described above for the following purposes, on the following legal bases under the GDPR:

- **Performance of our agreement with you.** When you conclude an agreement with us, for example to purchase a ticket, product or service, or when you create an account to use the App, we use your data so that we can process the order, accept

payment, provide customer service and after sales, give you access to and operate the App and its features, and verify you as a ticket holder, including countering fraud and preventing tickets from being sold on the black market. The legal basis is performance of a contract.

- **Our legitimate business interests.** This includes conducting market research and analysis to improve our events and services; product development and improvement of the App, including processing usage data, problem reports and surveys; sending you customer service communications such as reservation confirmations, event reminders and ticket sale information, both via DEKMANTEL and our ticketing provider; and preventing or investigating unlawful behaviour, protecting or enforcing our legal rights, and helping prevent abuse of intellectual property rights (such as our brands, logos and partners), fraud or other crimes. It also includes marketing, where you are a registered user, to inform you about special offers, products, services and our events. The legal basis is our legitimate interest, and, where required, your and our legitimate interest in security.
- **Marketing on the basis of consent.** Where consent is required, for example for certain electronic marketing communications, location-based services, or targeted advertising, we rely on your consent. You can withdraw your consent at any time. The legal basis is consent.
- **Contact and feedback.** We use data to respond to your questions and to process your feedback. The legal basis is our legitimate interest or your consent.
- **Compliance with legal obligations.** We may process your data to comply with legal obligations or orders from competent authorities, such as a request for information from the police in a criminal investigation. The legal basis is compliance with a legal obligation.
- **Security and acceptable use.** We use data to detect and address harmful or unlawful use of our services and the App, including the moderation of user content. The legal basis is our and your legitimate interest, and, where applicable, compliance with a legal obligation.

Your data will not be used for any purpose other than those referred to above. You can unsubscribe at any time if you no longer wish to receive messages from DEKMANTEL. See section 9 on your choices and rights.

## 6. Minimum age and minors

The App is not intended for children under 16 years old, and they may not use it without the consent of a parent or legal guardian, in line with the digital age of consent under Article 8 GDPR (16 years in the Netherlands). Users under 18 years old must have permission from a parent or guardian to use the App. In the limited cases in which we collect the personal data of minors, we always request consent from a parent or legal representative and process such data exclusively for the purposes specified at the moment of collection.

## 7. User content, acceptable use and reporting

When you use the App, you agree to use it only for lawful purposes. You may not post or refer to content that is illegal, obscene, threatening, discriminatory or offensive, that infringes

the privacy or intellectual property rights of others, or that contains viruses, malware or other harmful content, and you may not use the App to send spam.

We may remove or restrict content or information, or terminate or restrict your access to the App, if we believe your use violates these rules, if we are legally required to do so, or if the content is reasonably harmful to us or to other users. If you believe that content in the App is unlawful, you can report it to us through the in-App reporting function, where available, or by e-mail at [privacy@dekmantel.com](mailto:privacy@dekmantel.com).

## 8. Sharing data with third parties

DEKMANTEL shares data with third parties in the following circumstances:

- Within the group of DEKMANTEL affiliated companies that provide services on our behalf, such as marketing, profiling, reporting and technical support.
- With our external service providers (data processors), such as cloud hosting and infrastructure providers, app developers, and analytics, error-reporting, communication and ticketing tools that support the products and systems on which our services run. These include Bravoure (developer of the App), Amazon Web Services and Cloudflare (cloud hosting, content delivery and security), Google Analytics (usage analytics), Sentry (crash and error reporting), Expo (push notifications for the App), Fanalist (customer data platform), Brevo (e-mail and newsletter delivery), See Tickets and Paylogic (ticketing and account services, part of the Eventim group), Affix, Skybox and XXL Webhosting (web hosting).
- With our co-promoters and event partners who organise or deliver specific services during our events, in accordance with their own privacy statements and conditions.
- With third parties that deliver products and services you have purchased, such as merchandise, so that they can process and carry out orders.
- With government authorities or other competent authorities where permitted or required by law.

We have agreements with our processors to ensure the careful handling of your personal data. With the exception of the third parties named above, this Privacy Statement does not apply to third-party websites and platforms, such as the websites and apps of DEKMANTEL's sponsors to which we refer, or social media buttons on our Websites and App that allow the operators of those social media services to collect your personal data. DEKMANTEL is not responsible for the privacy policies and conditions of those third parties, and we recommend that you read them on the relevant websites and platforms.

## 9. Your choices and rights

Under data protection legislation you have a number of rights regarding the processing of your personal data. You have the right to:

- request access to, rectification of, or erasure of your personal data, or restriction of the processing of your personal data;
- object to a particular processing;

- request that we transfer your data to a third party (data portability);
- withdraw consent at any time, without affecting the lawfulness of processing based on consent before its withdrawal.

You can exercise these rights and manage your preferences in several ways:

- adjust your account and preferences with our ticketing partner(s), See Tickets and Paylogic (part of the Eventim group), yourself where relevant;
- log in to our Websites or the App to change or remove your newsletter data, change or remove favourite music and artists, and switch off personalisation;
- unsubscribe from the mailing list using the link at the bottom of every message you receive from or on behalf of DEKMANTEL;
- switch location sharing and push notifications on or off through the settings of your device, such as your mobile phone, or in the App settings;
- manage your cookie preferences as described in the cookie policy below.

You also have the right to request a copy of the information we hold about you. You can contact us at [privacy@dekmantel.com](mailto:privacy@dekmantel.com) with any questions or requests.

If you have a complaint about the processing of your personal data, please let us know. If we cannot resolve it together, you have the right to file a complaint with a supervisory authority. In the Netherlands, this is the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).

## **10. Account and data deletion**

You can delete your DEKMANTEL account and the personal data associated with it at any time, in two ways:

- In the App: open your profile, go to settings, and choose to delete your account. Your account and the associated data are removed and you receive a confirmation by email.
- By request: email us at [privacy@dekmantel.com](mailto:privacy@dekmantel.com) and we will handle your deletion request.

When you delete your account we remove the personal data we hold about you, except data we are legally required to keep (for example ticket and payment records for tax and accounting purposes). That data is removed once those obligations expire.

## **11. No automated decision-making**

We do not use your personal data to make automated decisions that produce legal effects concerning you or that otherwise significantly affect you.

## **12. Retention**

DEKMANTEL does not retain data longer than necessary to provide the services you have requested, to comply with legal obligations, or to protect our or others' legitimate interests. We determine on a case-by-case basis how long we need information and remove your data securely when it is no longer necessary for the purposes described above, in accordance with our company policy.

## 13. Security

DEKMANTEL makes every effort to ensure that your information is properly secured. Only those persons who require access to user data for their role have access to it. We have implemented suitable technical and organisational measures, which are updated regularly, to keep data secure. However, the internet and information systems are never completely secure, and we cannot guarantee that security will be effective under all circumstances. You should also take appropriate security measures yourself, such as keeping your password and other security codes confidential and never sharing them with anyone, including with us. We will never ask you to share your password or other personal security code.

## 14. Transfer of data outside the EEA

We generally process your personal data within the European Economic Area (EEA). Where we transfer personal data to organisations in countries outside the EEA, we take the necessary measures to protect that data and rely on one of the transfer mechanisms permitted under the GDPR. These include:

- the Standard Contractual Clauses approved by the European Commission, accompanied by a transfer impact assessment and any necessary supplementary measures;
- Binding Corporate Rules;
- the EU-U.S. Data Privacy Framework, for transfers to organisations in the United States that are certified under that framework.

(Note: the EU-U.S. Privacy Shield, referenced in earlier versions of this statement, was invalidated by the Court of Justice of the European Union in July 2020 and has been replaced by the mechanisms listed above.)

## 15. Cookies and similar technologies

DEKMANTEL may use cookies and similar technologies on its Websites, and device identifiers and SDKs in the App. This section provides an overview of the categories we may use.

- **Functional cookies and technologies** that are essential to the functionality of the Websites and App, such as remembering whether consent for cookies was granted and your preferred language, and keeping you logged in.
- **Analytical cookies**, such as those from Google Analytics, to understand how the Websites and App are used, to learn about the interests of visitors and users, and to

improve our services. For example, these register how long users remain on a page, how many clicks a page or artist receives, and whether a link is not functioning properly. Where relevant, we have concluded a processing agreement with the relevant third parties to ensure these cookies are set in the most privacy-friendly way possible.

- **Advertising and retargeting cookies**, used by or on behalf of DEKMANTEL to test the effectiveness of advertisements and to align advertisements with your interests as much as possible, without creating a profile that can be traced back to you. If you do not consent to advertising or retargeting cookies, you will be shown other, possibly less relevant advertisements.
- **Social media cookies and plug-ins**, which allow you to share an event with friends through platforms such as Facebook or Instagram. These plug-ins are subject to the privacy policies and conditions of the relevant platform.

If you decide not to consent to the use of cookies, or if you delete cookies, this may reduce the quality of your experience on our Websites and in the App. You can adjust your cookie preferences and remove cookies through your browser settings, and manage device permissions through your device settings. Information collected through cookies is anonymised as much as possible.

## 16. Changes to this Privacy Statement

DEKMANTEL reserves the right to make changes to this Privacy Statement. We recommend that you read it regularly to stay informed of any changes. Where we make important changes, we will inform you, and in the case of substantial changes we will, where necessary, ask for your consent again.

## 17. Questions

If you require further information, have questions, or wish to obtain a copy of the information we hold about you, you can contact us at [privacy@dekmantel.com](mailto:privacy@dekmantel.com).

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Version: June 2026. This version consolidates and replaces the previous DEKMANTEL Privacy Statement (last amended 1 January 2020) and the separate App privacy policy.