

Privacy policy 25HOUR

25HOUR ApS takes the processing and protection of your personal data seriously, and we strive to make you, as a customer or visitor to our platforms, feel safe when you interact with us. Our privacy policy is therefore transparent and describes how we handle your information in accordance with laws and regulations.

General information

What is personal data?

Personal data is any personal information that, either alone or in combination with other information, can be used to identify a natural person. The most commonly processed personal data information is e.g. name, social security number, email address, and place of residence.

Who is responsible for the collected data?

We, at 25HOUR ApS, are the data controller for the data we receive in connection with our interactions with customers, visitors to our platforms, and business partners. You can find our contact information here:

25HOUR ApS
Birkedommervej 31, 1., 2400 Copenhagen NV
CVR no.: 39261960

Processing activities

How long do we keep your data?

As a general rule, we keep your personal data for as long as necessary, and of course, as long as required by applicable law. In general, the retention period depends on the purpose of the storage. Read more about purposes in the section on *customers and order management*.

How do we process your data?

Collected data is processed securely in our databases. Our processing will always be structured and consistent, which also ensures safe transfer between databases.

Communication with potential customers

When you have questions about our site or want to learn more about our services, you can contact us via

Email: hello@25hour.dk
Phone: +45 5054 2520

Through this, we will process your personal data so that we can enter into a dialog with you, e.g. answer questions about our services. We only process the information you provide us with in connection with our communication. We will typically process the following general information: name, email, and phone number. Our legal basis for processing this personal data is Article 6(1)(f) of the General Data Protection Regulation. We will delete our communication with you when it is clear whether you want our services or not. Should there be a need to store your personal data for a longer period of time in a particular case, this may be done.

Visiting our website

When you visit our website, you will notice that we use cookies. You can read more about cookies in our cookie policy.

Customers and order management

If you choose to be a customer with us, we need to process certain personal data in connection with the receipt of orders, including processes for quotations, order confirmation, invoicing, and other payment methods, so that we can ensure that the service or product is delivered correctly.

The data we process may be information such as name, e-mail, address, payment information, IP address, and the like. The legal basis for processing this personal data is Article 6(1)(b) of the General Data Protection Regulation. If you do not consent to the processing of this data, we cannot receive your order and it will be canceled.

An order is active until the final payment is received and other outstanding issues, such as equipment returns, are completed. After that, the order is archived. Archived orders are kept in our database to ensure returns, complaints, or warranty and legal matters can be processed accordingly.

Bookkeeping

We must save all accounting documents in accordance with the Danish Bookkeeping Act. This means that we store invoices and similar documents for accounting purposes. This may include general personal data such as name, address, and the service description. Our legal basis for processing personal data for accounting purposes is Article 6(1)(1) of the General Data Protection Regulation. We store this information for a minimum of 5 years after the current financial year has ended.

Data processors

We work with suppliers of our internal systems, some of whom may be data processors. We place high demands on our suppliers and ensure that they guarantee that any processing of your personal data is done in a secure, correct, and protected manner.

We generally use data processors in the EU/EEA or who store data in the EU/EEA. In some cases, this is not possible, in which case data processors outside the EU/EEA may be used if they can provide your personal data with appropriate protection. We, therefore, enter into agreements with companies (data processors) that handle personal data on our behalf to increase the security of your personal data.

Disclosure of personal data

We do not disclose your personal data to third parties.

Profiling and automated decisions

We do not perform profiling or automated decision-making.

Security of processing

We have made, and continue to periodically make, risk assessments of our processing of personal data, both internal processes and agreements with suppliers. Based on these, we have implemented appropriate technical and organizational security measures to increase the security of processing.

Your rights

As a user of our platforms, you have a number of rights in connection with our processing of your data. If you wish to make use of the rights listed below, you can contact us at hello@25hour.dk. You can contact us at any time to exercise your rights.

You have the right to:

Access

You have the right to know exactly what data we store. In addition, you have the right to know the purpose of the storage, who has access to it, and where we got it from.

Rectification

You have the right to have incorrect information about you deleted.

Erasure

In certain cases, you have the right to have information deleted before our regular scheduled deletion occurs.

Restriction of processing

In certain cases, you have the right to restrict the processing of your personal data. If you have the right to restrict processing, we may in the future only process the data - except for storage - with your consent, or for the establishment, exercise, or defense of legal claims, or to protect a person or important public interests.

Objection

In certain cases, you have the right to object to our otherwise lawful processing of your personal data. You can also object to the processing of your data for direct marketing purposes.

To transmit information

In certain cases, you have the right to receive your personal data in a structured, commonly used, and machine-readable format and to have this personal data transmitted from one data controller to another without hindrance.

Withdrawal of consent

When our processing of your personal data is based on your consent, you have the right to withdraw your consent.

Complaint to the Danish Data Protection Agency

You have the right to complain to the Danish Data Protection Agency if you do not find our processing of personal data satisfactory. You can find guidance and contact information at www.datatilsynet.dk