

Terms and conditions for DOT Mobilbilletter app

Version 2.9, 25th September 2018

Terms and conditions for sale of mobile tickets for the areas of Zealand, Lolland, Falster and Møn via the DOT Mobilbilletter app for Android and iOS smartphones (hereinafter referred to as 'smartphone').

The app is provided by DOT, Din Offentlige Transport, and is owned by DSB, Telegade 2, DK-2630 Taastrup, central business reg. (CVR) no. DK 25050053. DOT is a partnership between the traffic companies DSB, Movia and Metroselskabet. The partnership between DOT and DSB means that your purchase of mobile tickets is made through DSB and not DOT, and therefore, DSB is the Data Controller.

The processing of your personal data

When you buy a mobile ticket in the DOT Mobilbilletter app, DSB collects data on you and your journey for the purpose of being able to complete the sale of the ticket. We only collect and store the data that is required in order to process your purchase and deliver the products you have ordered, including processing your payment, carrying out controls on your ticket during your journey and being able to assist you when you contact our customer service department.

These are the types of data we collect

The following types of personal data are processed by DSB when we issue a mobile ticket via the DOT Mobilbilletter app: Phone number, geolocation (GPS coordinates) at the time of purchase, payment card information, type of phone and operating system and also the version of the app that is installed on your phone. In addition, we save your order history in the form of ticket and order number, your starting zone, the number of zones on the ticket, the period of validity of the purchased ticket, transaction number and payment type (payment card or Prepaid Zone Card).

When you pay with a payment card, your card information is only registered at DIBS Payment Services A/S, which is DSB's provider of payment solutions. All transfers of payment card transactions take place in encrypted form and in accordance with the rules that have been laid out by the payment card issuers.

The information is collected on the legal basis provided by the General Data Protection Regulation's Article 6(1) (b), as the information is necessary for us to have in order to fulfil our agreement with you.

Your information is stored by DSB and DSB's data processors in the current year plus 5 years from the date your purchase was made, as DSB is subject to the Danish Bookkeeping Act, including its provisions on storing bookkeeping information.

Data processors and data transfers

Information that is collected and processed by DSB are partly stored with DSB and partly with DSB's data processing suppliers (hereinafter referred to as the "data processors".) DSB does not work with data processors who transfer data to countries outside of the EU or EEA.

Your information is transferred to Metroselskabet, Metro Service, Movia and DOT for the purpose of allowing them to process your purchase, including to verify the validity of your ticket during your journey and to assist you when you contact customer service. In addition, your transaction and bank information is transferred to Nets and Handelsbanken as these two entities manage the payment of the purchased tickets.

DSB uses Crashlytics to continually collect data on your use of the DOT Mobilbilletter app in order to be able to troubleshoot and improve the app in connection with potential crashes. In that connection, we send anonymised data regarding the model of your phone and the version of your operating system.

DSB uses Google Analytics to collect information on your use of the DOT Mobilbilletter app in order to extract statistical data on the use of the app. In that connection, we send anonymised data about the version of your operating system, the time of the download/update and uninstallation of the app, in addition to when the app is first used after installation and the time that each app session is started.

Finally, DSB uses Google Maps and Rejseplanen in connection with searches related to journeys and determining starting zones. There is only shared an anonymised form of geographic coordinates in this context.

If you want more information

If you would like more in-depth information on how the data about you is processed, or if you want to exercise your rights, you can read more here: www.dsb.dk/privatlivspolitik.

Validity

Mobile tickets are valid for an unlimited number of journeys by bus, train and Metro within the period and fare zones of validity.

A mobile ticket is valid from the time when you receive it on your mobile phone and only on the mobile phone number, for which you purchased it. You must have received your mobile ticket before boarding the bus, train or Metro. If you board the bus, train or Metro before having received your mobile ticket, your status is that of a passenger without a valid ticket.

If you lose your smartphone, if it runs out of power, or if you are otherwise unable to present your mobile ticket for inspection or to make it available for scanning, e.g. because of a cracked screen, you will have to buy another ticket before commencing your journey. If you fail to do so, you must expect to be fined.

You must board the bus, train or Metro before your mobile ticket expires. After that, the mobile ticket is only valid for continuing your journey within the fare zones of validity, and you cannot change buses, trains or Metro trains.

Any copying, modification or forwarding of mobile tickets is punishable by law, and abuse can be reported to the police. Furthermore, it is a criminal offence to use tickets that have been copied or otherwise forged. Before buying a bicycle ticket, please note that bicycle curfew rules apply. For further information on these rules, please see www.dinoffentligetransport.dk/cykler (in Danish).

Delivery

Mobile tickets are delivered to and stored on the smartphone and mobile phone number, for which you purchased them. Mobile tickets purchased via the DOT Mobilbilletter app are only valid on the smartphone and mobile number for which they were purchased, and you must present them for inspection on that smartphone.

If you un- and reinstall the DOT Mobilbilletter app on the same smartphone and phone number, your valid mobile tickets and Prepaid Zone Cards will be transferred to your smartphone. If you change smartphone and transfer the SIM card to your new smartphone, your valid tickets and Prepaid Zone Cards will be transferred to the new smartphone. We advise you to uninstall the app on your old smartphone.

If you change your phone number, you will lose any valid tickets. Any valid Prepaid Zone Cards purchased when the app was registered with your old phone number will no longer be available on your smartphone either. We advise you to contact one of the DOT customer centers and ask them to transfer your Prepaid Zone Cards to your new phone number. Please do not register the app with a different phone number than that belonging to the smartphone. If doing so, you must expect to be fined.

Ticket inspection

You must present your mobile ticket to the bus driver when boarding the bus and to ticket inspectors in the bus, train or Metro upon request. The ticket must be presented in such a way that the four code lines are visible. The ticket inspectors scanning your ticket must be able to verify the validity of your mobile ticket by sending a control message or making a control call to the mobile phone number for which the ticket was purchased. It is your responsibility to make sure that your smartphone is in a state that makes this possible. Please note that a cracked screen may make it impossible to scan the ticket.

Methods of payment/Payment card

The DOT Mobilbilletter app accepts payment with the following payment cards: Dankort, Visa/Dankort, Visa, Visa Electron, MasterCard and Maestro. The amount is withdrawn from your account when the mobile ticket is delivered to your smartphone. Please note that there may be partial or full limitation on the use of payment cards issued abroad. Read more on www.dinoffentligetransport.dk.

Payment by Prepaid Zone Card or invoice (for companies that have an invoice agreement) is also possible.

The DOT Mobilbilletter app uses DIBS Payment Services, which ensures that your payment is safe and certified by Nets. For Visa, Visa Electron, MasterCard and Maestro, there has been added an extra step of security in the payment process in the form of 3D Secure, which prevents your payment information from being misused by others. For Dankort and Visa-Dankort applies Dankort Secured by Nets. You can read more about safe payment at www.dibs.dk. For further information on payment via the Internet, please see www.forbrug.dk.

Receipts

You can get a receipt for your purchase by visiting www.dinoffentligetransport.dk/kvittering (in Danish). The receipt is not valid as a ticket. Please note that if you change your phone number, it is no longer possible to find receipts for purchases made via your old phone number. The reason is that in order to log on, you have to receive an SMS code on the phone number registered when the purchase was made. Receipts are downloadable in PDF format, so that you may print them.

Prepaid Zone Card

A Prepaid Zone Card has 20 vouchers/zones and costs DKK 180. The Prepaid Zone Card can be used to pay for mobile tickets for 2-8 zones, and this way, you will get a discount. Payment for other tickets must be by payment card or invoice.

The Prepaid Zone Card is valid for twelve months after the date of purchase. The expiry date for the Prepaid Zone Card will be specified on the Prepaid Zone Card. On expiry, any remaining zones may be refunded for up to one year by contacting DSB Customer Center through the form www.dsb.dk/mobilklip. For more information on the rules, please see www.dinoffentligetransport.dk/refunder_klip (in Danish).

When you have purchased a Prepaid Zone Card (via the "Prepaid Zone Card" button on the front page), you then need to select the ticket you want to buy. If it can be purchased with the Prepaid Zone Card and you have the required number of Prepaid Zone Card zones for the selected ticket, the app will suggest the Prepaid Zone Card as payment.

Refund

Mobile tickets are non-exchangeable, -changeable and -refundable. In special cases, mobile tickets may be refunded if they have not been used, for example in case of faults or interruptions at the traffic companies. Refunds can only be made from one of the traffic companies' customer centers. Prepaid Zone Cards are refundable, see the section above. Read more on www.dinoffentligetransport.dk/mobilbillet_refusion.

Fee

No fees are charged when you buy mobile tickets.

Reservations

DOT reserves the right to change its product specifications and is not responsible for any printing errors.

DOT reserves the right to discontinue supporting older operating systems.

Contact

In case of errors or delivery failure, please contact:

Din Offentlige Transport

Tel. +45 70 15 70 00

www.dinoffentligetransport.dk

The transport companies being part of Din Offentlige Transport are all members of Ankenævnet for Bus, Tog og Metro (the Appeal Board for Bus, Train and Metro). If you are dissatisfied with a decision made by one of the transport companies, you can therefore file a complaint with:

Ankenævnet for Bus, Tog og Metro, Gammel Køge Landevej 3, 2500 Valby (www.abtm.dk).