

Terms and conditions and privacy policy for DOT Tickets app

Version 1.2, 14th June 2021

Privacy policy for DOT Tickets app

DOT Tickets app is developed for Android and iOS smartphones (hereinafter referred to as 'smartphone') for the purposes of buying DOT tickets and commuter cards on Zealand, Lolland-Falster and Møn. The DOT Tickets app is provided and owned by Din Offentlige Transport (DOT), Gammel Køge Landevej 3, DK-2500 Valby, central business reg. (CVR) no. DK 38181793.

DOT is a partnership between the traffic companies DSB, Movia and Metroselskabet ("the Traffic Companies") to create a better and more cohesive public transport system on Zealand and the islands.

DOT and the Traffic Companies are jointly acting as data controllers and thus responsible for ensuring that our processing of your personal data complies with the personal data protection legislation. DOT also passes on data to DSB, Movie and Metroselskabet for independent case processing related to customer inquiries, processing of penalty fare issues, etc. In such cases, the relevant traffic company will be acting as the sole data controller for the processing.

The processing of your personal data

When you buy a mobile ticket or commuter card (hereinafter referred to as 'tickets') in the DOT Tickets app, we collect data on you and your journey for the purpose of being able to complete the sale of the ticket. 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.

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, troubleshooting 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 DOT when we issue a mobile ticket via the DOT Tickets app: phone number, payment card information (saved at Payment Service Provider DIBS), type of phone and operating system and also the version of the app that is installed on your phone.

If you buy a commuter card, we will also store your name, date of birth and email address. If you only buy tickets, you can let us store your email address if you want to be able to transfer your tickets or receipts yourself when you get a new phone number or reinstall the app. In addition, we save your order history in the form of ticket type and order number, your starting zone, the number of zones on the ticket, the time of purchase, the period of validity and the validity area (valid zones) of the purchased ticket and DIBS transaction number.

Finally, we store the searches you have made of "from and to" destinations (for example, your location's zone number, the name of the stop or an address) before purchasing the ticket. We do this in order to determine if there has been an error made if you, for example, complain about a penalty fare.

When you pay with a payment card, your card information is only registered at DIBS Payment Services A/S, which is DOT's provider of payment solutions. If you save the payment card in the app, DOT will store information on the type of payment card. 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.

We store your data for the current year plus three years more from the time of your purchase, after which they are deleted, including the searches that you made when you bought the ticket – however, data subject to the Danish Bookkeeping Act (i.e. data related to the ticket itself, including the DIBS transaction number) are stored for the current year plus five years.

Data processors and data transfers

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

In addition, your transaction and bank information is transferred to Nets and Handelsbanken as these two entities manage the payment of the purchased tickets.

DOT uses HockeyApp Crash Reports to continually collect data on your use of the DOT Tickets 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, and this data cannot be used to identify you.

DOT uses Firebase to collect information on your use of the DOT Tickets app in order to retrieve 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 deinstallation of the app, in addition to when the app is first used after installation and the time that each app session is started.

DOT uses Firebase to collect information on your use of the DOT Tickets app in order to extract statistical data on the use of the app, which allows us to improve the app based on usage statistics. 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, but this data cannot be used to identify you.

Finally, DOT uses Google Maps and Rejseplanen in connection with searches related to journeys and determining starting zones so that you can receive the correct ticket. In this context, only an anonymised form of geographic coordinates is shared, and it cannot be used to identify you.

Your rights

You have the right to know whether we are processing your personal data. If we are processing your personal data, you have the right to gain insight into:

The information that we process.

The purpose(s) for which the processing is done.

Who we pass on the information to.

How long we store your data or the criteria that is used to determine the period wherein the data is stored.

You have the right to request that we correct your personal data if it is not accurate.

You have the right to request that we delete your data unless legislation requires that we store the data for a certain period of time.

You have the right to request that we limit the processing of your personal data. This means that we are only allowed to store your personal data while your objection is being reviewed. You may not exercise this right if we have a claim for payment against you, for example, a penalty fare or a ticket that was not paid for.

If you wish to know more or complain about the processing of your personal data, you can contact the relevant traffic company at the following email addresses:

Movia	dpo.moviatrafik@bechbruun.com
DSB	dpo@dsb.dk
Metroselskabet	dpo@m.dk

If you do not agree with the response to your complaint, you can complain to the Danish Data Protection Agency. Read more at www.datatilsynet.dk.

If you have more questions about what data we store on you and how they are processed, or if you wish to exercise your rights listed above, you can use [this template](#).

Terms and conditions for the DOT Tickets app

Travel regulations

The journey is subject to the terms and conditions/travel regulations of the traffic company that is being used with a notification of whether there is a travel time guarantee or a travel guarantee, compensation for delays, replacement transportation, liability, refunds, etc.

[Read about the travel guarantee for bus, train and metro.](#)

[Read about the travel time guarantee for trains.](#)

[Read about the shared national travel regulations and instructions on how to use cards and tickets here.](#)

Validity

The tickets are only valid when they have been received on the smartphone, are valid and can be shown upon demand. This must be done before starting your journey.

A travel day on Commute20 is only valid when it is activated in the app, which must be done before starting your journey.

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, forgery or modification of DOT tickets or transfer of tickets to another person 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.

Tickets (2-8 zones) and City Passes are valid for an unlimited number of journeys by bus, train and Metro within the period and fare zones of validity.

Single tickets for 9 or more zones are valid for one natural direct journey from the departure zone to the destination zone by train, metro and bus on the day in which the ticket was bought. When changing modes of transportation, the rest of the journey must begin as soon as possible after the change.

Commuter cards and activated travel days on Commute20 are valid for an unlimited number of journeys by bus and train within the validity period and the selected zones. If you have purchased the Metro add-on for your commuter card / Commute20, it is also possible to travel by metro.

Tickets that are valid for an entire day and commuter cards that are valid for periods of 30–60 days are valid until 3:59:59 a.m. on the night after the last valid day. City Passes and zone tickets (1-8 zones) are valid for the time period listed on the ticket. An activated travel day on Commute20 is valid from the time of activation until the nearest at 03:59:59.

Before buying a bicycle ticket, please note that bicycle curfew rules apply. For further information on these rules, [read more here](#).

[Read more about ticket validity and ticket rules here.](#)

Delivery and transfer of tickets

Tickets bought via the DOT Tickets app are delivered to and stored on the smartphone on which the app is installed and on the phone number that you have registered with. Therefore, you must confirm your phone number via an SMS code.

If you uninstall and reinstall the DOT Tickets app on your smartphone, or if you change your phone number, you can transfer your valid tickets, receipts and customer data yourself to your smartphone/new phone number if you have registered your email address. This is because you need to use your email to restore your user account. The email must be unique – i.e. it can only be used by one user registered with the app. If you have not provided your email, you can contact the customer service centre for assistance with the transfer.

Please note that there is a limit on how many times you can transfer tickets and commuter cards. [Read more about transferring tickets and restoring a user account here](#).

It is not possible to print out tickets or commuter cards.

Ticket inspection

You must present your mobile ticket to the bus driver when boarding the bus and to ticket inspectors on the bus, train or Metro upon request. The ticket must be shown in the app so that the animation icon on the ticket is active. Zones and dates must be visible and, when asked, the control code on page 2 of the ticket must be both shown and scannable – the phone must also be connected to the internet if asked. Screenshots or other copies of tickets are not accepted as a valid travel document. Upon request, a valid form of ID must be shown together with the commuter card. Valid IDs include health insurance cards, student cards, driving licences and passports.

The ticket inspectors scanning your ticket must be able to verify the validity of your mobile ticket by scanning the Aztec code 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.

Forgotten cards

If you have bought a commuter card and are a member of DSB Plus (free), you can sign up for the Forgotten Card service and avoid paying a penalty fare if your smartphone is, for example, out of power or left at home by mistake. This service only works in the S-trains and regional trains on Zealand, Lolland-Falster and Møn. The Forgotten Card service can be used 6 times per year. [Read more about the Forgotten Card service here \(in Danish\)](#).

If you have signed up for DSB Commuter Travel Time Guarantee (DSB Pendler Rejsetidsgaranti), you must remember to update your account in the Commuter Travel Time Guarantee system via dsb.dk – if relevant, with a new card number or travel area covered by the travel time guarantee.

Methods of payment/Payment card

You can pay with MobilePay or payment card in DOT Tickets app.

The DOT Tickets app accepts payment with the following payment cards: 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 a partial or full limitation on the use of payment cards issued abroad.

The DOT Tickets app uses DIBS Payment Services, which ensures that your payment is safe and certified by Nets. For all payment cards, 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. Dankort and Visa-Dankort use 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

By default, you will receive receipts for your purchases by e-mail. The receipt cannot be used as a ticket.

You can opt out of having receipts sent via e-mail in the app under the menu item 'Profile & receipts' and the submenu item 'Permissions'.

Receipts for all purchases in the app can also be found in the app under the menu item 'Profile & receipts' and the submenu item 'Purchase history'.

Amendments

During the validity period of your tickets, it is not possible to change zones or validity period of the tickets. An activated travel day on Commute20 cannot be undone or changed.

Your card number on the commuter card will change if you choose a new zone combination. In rare cases, the zone composition may be adjusted under certain circumstances between a departure zone and a destination zone. Therefore, even if you have not made any changes when renewing your commuter card, the card number may change. If this happens, you will be notified of the change so that you can update your card number for the travel time guarantee or the Forgotten Card service.

If you bought the wrong zones or commuter card/Commute20 add-on (Metro or DSB 1' Regional train), and the commuter card/Commute20 is still valid, you can ask to have the commuter card/Commute20 refunded and order a new one. It is not possible to refund commuter card/Commute20 add-ons separately.

Refund

Commuter cards and Commute20 can be refunded according to these rules:

- Before the commuter card or Commute20 becomes valid: Full refund
- During the commuter card validity period: DOT deducts the value of 8 days and days spent incl. the day the commuter card is refunded
- During the Commute20 validity period: DOT deducts the value of 5 days and the days spent
- After the expiration of the validity period: No refund

You can refund your commuter card or Commute20 from the app under the menu item 'Notifications & help'. This is only possible if the payment card that you used for the purchase is still active. If not, please contact the customer service centre to get your commuter card or Commute20 refunded.

[Read more about the rules for commuter card and Commute20 refunds here.](#)

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 centres.

[Read about the rules for single ticket refunds her.](#)

Fee

No fees are charged when you buy mobile tickets. However, depending on your phone contract, your telephone provider may charge you for the data transmitted via the DOT Tickets app.

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.

If the app is being misused, DOT reserves the right to block users from using the app to buy tickets.

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 that are 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, DK-2500 Valby (www.abtm.dk).