

Privacy Policy

We, Voodoo Village SRL, : Voodoo Village BV., with registered office at Avenue Louise 523, Brussels and company number BE 0477.923.673, operate the Voodoo Village Festival (the “Festival”) and the website <https://www.voodooovillage.be/> (“Voodoo Website”).

In this context, we are responsible for the collection, processing and use of your personal data and for handling this data in accordance with the law.

We take the topic of data protection seriously and pay attention to the protection of your personal data. We comply with the legal requirements of the General Data Protection Regulation 2016/679 of April 27th, 2016 (the “GDPR”) and its implementation into national law.

We would like to inform you below about how we process your personal data in connection with the Voodoo Festival, the Voodoo Website and otherwise.

Please note that the following information may be reviewed and amended from time to time. We therefore recommend that you consult this Privacy Policy regularly.

1. Scope and purpose of the collection, processing and use of personal data

1.1 When visiting the Voodoo Website

When you visit the Voodoo Website, our servers temporarily save each access in a log file. The following data is collected without your intervention and stored by us until automated deletion, at the latest after twelve months:

- the IP address of the requesting computer
- the name of the internet access provider (usually your own internet access provider)
- the date and time of access
- the name and URL of the retrieved file
- the page and address of the website from which you were redirected to the Voodoo Website and, if applicable, the search term used
- the country from which the Voodoo Website are accessed
- the operating system of your computer and the browser you are using (provider, version and language)
- the transmission protocol used (e.g. HTTP/1.1)

The collection and processing of this data is carried out for the purpose of enabling the use of the Voodoo Website (establishing a connection), to permanently guarantee system security and stability and to enable the optimisation of our internet offering as well as for internal

statistical purposes. Our legitimate interest in data processing within the meaning of Art. 6 para. 1 lit. f GDPR lies in the purposes described above.

Only in the event of an attack on the network infrastructure or a suspicion of other unauthorised or abusive website use will the IP address be evaluated for the purpose of investigation and defence and, if necessary, used in the context of criminal proceedings to identify and take civil or criminal action against the users concerned. Our legitimate interest in data processing within the meaning of Art. 6 para. 1 lit. f GDPR lies in the purposes described above.

Finally, we use cookies and other applications based on cookies when you visit our websites. For further information, please refer to section “Cookies” and “Tracking tools” below.

1.2 When you contact us by e-mail

You have the possibility to contact us by e-mail through the emails address transport@voodoovillage.be, info@voodoovillage.be or one of the teams member of Voodoo Village BV.

You are responsible for the message and/or transmitted content that you send to us. We recommend that you do not send any confidential data. Personal data is only collected if you provide it to us voluntarily. Therefore, you yourself are responsible for whatever data you transmit to us. In order to be able to answer your questions, finalise your purchase, provide you with a support on your purchase or on your attendance to our Festival or events, we may ask you to provide us with additional information, e.g :

- Ticket information we assign to you, linked to the ticket(s) you buy
- Transactional information about your purchase as well as spending, consumption and implied location data when you do transactions on the festival site;
- Bank information for reimbursement purposes;
- Other personal data such as information on your preferences or disabilities

We only collect personal data from you if this is necessary to answer your questions or to provide the services you have requested.

When processing your enquiry by e-mail, we have a legitimate interest in data processing within the meaning of Art. 6 para. 1 lit. f GDPR. You can object to this data processing at any time.

1.3 Use of Microsoft 365 for online meetings, telephone communication and data processing for mandate work

For our daily work, we use Microsoft 365 and various applications of Microsoft 365. Microsoft 365 software is produced by Microsoft Corporation, One Microsoft Way Redmond, WA 98052-6399 USA. However, our contractual partner is Microsoft Ireland Operations Limited, One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, Ireland (hereinafter “Microsoft”).

The Microsoft Office suite contains numerous services that are used in everyday office life, such as Word, PowerPoint, Excel, Outlook and Teams. Microsoft 365 also offers additional online services. These include several cloud services, such as OneDrive and Exchange Online, where the data is stored on Microsoft servers instead of within the company. We use Office 365 E5.

1.4 When you sign up for our newsletter

When you sign up for our newsletter and consent to receive communications from us, we collect the following information from you:

- First name*
- Surname*
- E-mail address*
- Country

The fields marked with * are mandatory.

By registering for our newsletter on www.voodooovillage.be you give us your consent to process the personal data provided within the meaning of Art. 6 para. 1 lit. a GDPR for marketing purposes, such as sending emails with advertising or marketing content (newsletter), invitations and customised advertising.

Your email address will be used for promotional and marketing purposes until you withdraw your consent. You can withdraw your consent at any time and unsubscribe from all marketing activities at any time by contacting us or by unsubscribing via the unsubscribe link at the end of each newsletter or other communication.

1.5 When you buy a Festival Ticket

When you purchase a Festival Ticket we collect, through the See Ticket / Paylogic Platform, the following data:

- First name*
- Surname*
- Country*
- E-mail address*
- Address*
- Date of birth*
- Gender*
- Consent to the General Terms and Conditions and the Privacy Policy*.

The fields marked with * must be completed.

We need this information to process your order and to provide you with the requested Ticket Festival and to provide you with emails with the relevant information on the Festival. The legal basis for the processing of your personal data lies in pre-contractual measures and the performance of a contract within the meaning of Art. 6 (1) lit. b GDPR.

Finally, when you pay by credit card on the website, we forward your credit card information to your credit card issuer and to the credit card acquirer. We work with the Paylogic. The legal basis for the forwarding of this information is the performance of a contract in accordance with Art. 6 para. 1 lit. b GDPR. Regarding the processing of your credit card information by Paylogic, we ask you to read their terms and conditions and their privacy policy under [this link](#).

1.6 When you buy a product on Voodooovillage.be

To purchase a product, you must either already have a user account or create a new user account. When you purchase products from our online shop on Voodoo Website, we collect the following data:

- First name*
- Surname*
- Company name*
- Country*
- Street/house number*
- Postcode*
- Place /City*
- Province
- Phone*
- E-mail address*
- Order note
- Consent to the General Terms and Conditions and the Privacy Policy*.

The fields marked with * must be completed.

We need this information to process your order and to provide you with the requested products/services. The legal basis for the processing of your personal data lies in pre-contractual measures and the performance of a contract within the meaning of Art. 6 (1) lit. b GDPR.

Finally, when you pay by credit card on the website, we forward your credit card information to your credit card issuer and to the credit card acquirer. We work with the Stripe software platform from Stripe Inc and the Paypal platform. If you decide to pay by credit card, you will be asked to enter all mandatory information. The legal basis for the forwarding of this information is the performance of a contract in accordance with Art. 6 para. 1 lit. b GDPR. Regarding the processing of your credit card information by Stripe and Paypal, we ask you to read their terms and conditions and their privacy policy under [this link](#) (Stripe) and [this link](#) (Paypal).

1.7 When you provide us with your details at Festival or events

We regularly hold events and Festival. As part of the registration process, we collect various information about the participants. You will be informed in each case during the registration process which information about you is mandatory. We collect the following information, among others:

- Where permitted by law, e.g. in order to prevent crime, criminal records of ticket holders can be checked by government bodies and police forces. These parties may give us negative advice regarding the admission of a ticket holder to the festival or event. In the case of negative advice, we are obliged to block ticket holders from the festival. Such circumstances do not give rise to a refund of your purchase price. We will only provide first name, last name, date of birth and country of residence and will not do any profiling in this matter or look into any criminal records themselves;
- Security, safety and health procedures (incl. camera surveillance);
- Fraud prevention;
- Anonymized reporting and statistics about visitors (e.g. variety of nationalities)
- Cashless transaction logging and aggregated analytics of this data;
- Cashless top-ups, cashless payments at Tomorrowland and cashless refunds;
- Your location data (captured via your Voodoo Bracelet) within the festival site can be used anonymously to leverage our crowd density monitoring systems;
- Check-in procedures and hospitality facilities (to make sure you find your way to your shuttle or bus, to make your festival experience easier, to help you check in to your accommodation, the festival or a restaurant)

We need this information to arrange for your participation at the events and occasions in question and to organise the occasions and events. The legal basis for the processing of your personal data lies in pre-contractual processing and the implementation of a contract within the meaning of Art. 6 para. 1 lit. b GDPR.

1.8 When you apply for a job

If you submit a letter of application by post or e-mail, we process the personal data you provide in order to check your application and, if necessary, to contact you in this context.

The legal basis for the processing of your personal data lies in pre-contractual processing and the performance of a contract within the meaning of Art. 6 para. 1 lit. b GDPR as well as in our legitimate interest pursuant to Art. 6 para. 1 lit. f GDPR. Insofar as we process data based on legitimate interest, you can object to this data processing at any time.

2. Special Category of personal data and personal data of minors

Personal data that can be considered sensitive is not actively processed. However, your nationality, meal preferences and special requests concerning injuries or disabilities might reveal sensitive data. This data is processed by our customer service team, which is trained to respect and handle this data carefully. Tickets containing sensitive data of this type will be flagged and deleted one year after the respective event.

Our products and services are not intended for minors. You must be at least 18 years old to access the Festival or any of our Event. Personal data of minors will never knowingly or intentionally be collected.

Minors who intend to use our products and services need to be supervised by the holder of parental responsibility over the child. The privacy of minors will be protected and holders of parental responsibility for the child will be encouraged to take an active part in their children's (online) activities.

3. Your responsibilities regarding this privacy policy

If you, as our customer, allow end-users (such as family members, friends, visitors, and employees) to use the products and services covered by this privacy policy, you have the following responsibilities:

- You must adequately inform the end-users that we, by their use of our products and services, will process their personal data;
- You must obtain all legally required consents from the end-users before their personal data are communicated to us for processing within the framework of our products and services that you allow them to use;
- You must adequately inform end-users of the applicability of this privacy policy, in particular with regard to privacy rights and how they can be exercised;
- You may not use our products and services to collect personal data in violation of applicable privacy laws or to unlawfully gain access to the personal data of the end-users;
- You must obtain information from us about the level of security of our products and services and take appropriate technical and organizational measures in your sole discretion and ability to adequately protect personal data against unauthorized or unlawful processing and against unlawful or unintentional destruction, accidental loss, alteration, unauthorized disclosure, damage, alteration, unauthorized access or disclosure;
- You must take all reasonable steps to ensure the reliability of the end-users who have access to personal data. You must not do anything, cause anything or allow anything to be done that could in any way result in a violation of those privacy laws.

4. Cookies

When you access the Voodoo Website, we collect information using cookies and tracking tools. Cookies are information files that your web browser automatically stores on the hard drive of your terminal device when you visit our websites. Cookies do not damage the memory of your terminal device, nor do they transmit the users' personal data to us.

Among many other aspects, cookies help to make your visit to our websites easier, more pleasant and more meaningful.

Most internet browsers automatically accept cookies. However, you can configure your browser so that no cookies are stored on your end device or so that a message always appears when you receive a new cookie.

On the following pages you will find explanations on how to configure the processing of cookies in the most common browsers.

- [Microsoft Windows Internet Explorer](#)
- [Google Chrome for Desktop](#)
- [Google Chrome for Mobile](#)
- [Apple Safari for Desktop](#)
- [Apple Safari for Mobile](#)

Please note that disabling cookies may prevent you from using all features of the Voodoo Website.

5. Tracking tools

We use Google Analytics, a web analytics service provided by Google Ireland Limited, Google Building Gordon House, 4 Barrow St, Dublin, D04 E5W5, Ireland or Google Inc, 1600 Amphitheatre Pkwy, Mountain View, CA 94043-1351, USA. Google Analytics uses methods that enable an analysis of the use of the websites, such as cookies. These generate information about your use of the websites, such as:

- Navigation path that a visitor follows on the Voodoo Website
- How long you spend on the Voodoo Website and subpages
- The subpage from which you leave the Voodoo Website
- The country, region or city from where you access the Voodoo Website
- End device (type, version, colour depth, resolution, width and height of the browser window)
- Returning or new visitor
- Browser provider/version
- The operating system used
- The referrer URL (previously visited website)
- Host name of the accessing computer (IP address)
- Time of the server request

This information is transmitted to Google servers in the USA and stored there. In doing so, the IP address is shortened by activating IP anonymisation (“anonymizeIP”) on the Voodoo Website before transmission within the Member States of the European Union or in other Contracting States of the Agreement on the European Economic Area, as well as in Belgium. The anonymised IP address transmitted by your browser as part of Google Analytics will not be merged with other Google data. Only in exceptional cases will the full IP address be transmitted to a Google server in the USA and shortened there. In these cases, we ensure that Google complies with a sufficient level of data protection by means of contractual guarantees, in particular by agreeing to the EU standard contractual clauses and additional measures.

The information is used to evaluate the use of the Voodoo Website, to compile reports on website activities and to provide other services associated with website and internet use for the purposes of market research and demand-oriented design of the Voodoo Websites. Google may transfer this information to third parties where required to do so by law, or where such third parties process the information on Google’s behalf. According to Google, under no circumstances will the IP address be associated with other data relating to the user.

The legal basis for processing the data for the above purposes is your consent, which you give us by using the cookie banner, in terms of Art. 6 para. 1 lit. a GDPR. You can revoke your consent at any time.

You can prevent the collection of the data generated by the cookies (including the IP address), which relate to the use of the websites, by Google as well as the processing of this data by Google by downloading and installing the browser plugin available under the following link:

<http://tools.google.com/dlpage/gaoptout?hl=en>

An opt-out cookie will be stored on your device. If you delete all cookies, the link must be clicked again.

6. Links to our social media sites

On the Voodoo Website, we have set up links to our social media presence on the following social networks:

- Facebook
- Instagram
- YouTube
- Spotify
- TikTok

If you click on the corresponding icons of the social networks, you will automatically be redirected to our profile on the respective social network. In order to be able to use the functions of the respective network there, you must partially log in to your user account for the respective network.

When you open a link to one of our social media profiles, a direct connection is established between your browser and the server of the social network in question. This provides the network with the information that you have visited our website with your IP address and accessed the link. If you access a link to a network while logged in to your account on the network concerned, the content of our site may be linked to your profile on the network, i.e. the network may link your visit to the Voodoo Website directly to your user account. If you want to prevent this, you should log out before clicking on the relevant links. In any case, an association takes place when you log in to the relevant network after clicking on the link.

If you click on one of these links, you thereby give your consent within the meaning of Art. 6 para. 1 lit. a GDPR to the resultant data processing.

7. Disclosure of data to third parties

We consider the personal data referred to in this Privacy Policy to be confidential and will treat it accordingly. All of our employees in all may have access to your personal information unless we do not consider it appropriate or you instruct us to limit access to certain information to a specific group of people.

We will not disclose your information to third parties unless it is necessary to comply with laws, court orders or legal process, to enforce or apply our agreements or to protect us or our rights, or unless you have consented to this.

In the context of the Festival, personal data may be shared with third parties to the extent necessary for the use of the Voodoo Website, the processing of your contact requests, the sending of marketing communications and the provision of services related to the Festival. This includes the following parties:

Festival Partners, including Cera SC, with registered office at Muntstraat 1, 3000 Louvain, RPM Louvain, and company number BE 0403.581.960, and/or Corporate Benefits Benelux SPRL, with registered office at Hendrik van Veldekesingel 150/85, 3500 Hasselt, and company number 0665.524.126, are responsible for facilitating the sale of Festival Products and Services. These partners act as independent data controllers for the processing of personal data shared with them.

See Tickets BV, an online platform for ticket sales and admission management, has been contracted by the Festival Organiser to facilitate the sale of tickets and related services. Personal data shared with See Tickets is limited to that which is strictly necessary to process ticket purchases, manage ticket issuance, and ensure access to the Festival. See Tickets operates as an independent data controller, and we encourage you to consult their Privacy Policy for further details regarding their data processing practices.

In addition, personal data collected via the Voodoo Website may be disclosed to other service providers responsible for maintaining and operating the website or for providing services directly related to the Festival. These third parties are contractually obligated to process personal data exclusively for the purposes outlined in this Privacy Policy and in accordance with GDPR requirements.

The sharing of personal data with third parties is limited strictly to what is necessary for the aforementioned purposes. For these processing activities, we rely on our legitimate interests within the meaning of Art. 6 para. 1 lit. f GDPR.

8. Security of your personal data

8.1 Technical and organizational measures

We use appropriate technical and organisational security measures to protect personal data from loss, misuse or alteration. Nevertheless, it is not possible to guarantee the absolute security of personal data. In this context, please also note that data transmitted over an open network such as the Internet or an e-mail service is openly accessible. We cannot guarantee the confidentiality of messages or content shared over these networks. If you share personal data over an open network, you should be aware that third parties may access this data and collect and use it for their own purposes.

We also take internal data protection very seriously. Our employees and the service companies commissioned by us are obliged by us to maintain confidentiality and to comply with the provisions of data protection law.

8.2 Processing of personal data inside/outside the European Union

The information that you provide to us will be held in the systems located at the registered office in Grimbergen or in those of an appointed third party or our cloud service provider.

We may also allow access to your information by other third parties who act for us for some of the purposes described in this privacy policy or for other purposes explicitly approved by you.

To the extent that personal data is processed outside the European Union, we will ensure through contractual or other measures that such data enjoy an adequate level of protection there, comparable to that which they would enjoy in the European Union, in accordance with the European regulations.

9. Right to information, deletion and correction

You can object to data processing, in particular data processing in connection with direct marketing (e.g. against advertising emails) at any time. You have the following rights:

Right of access: If we process your personal data, you have the right to request access to your personal data stored by us at any time and free of charge. This gives you the opportunity to check what personal data we process about you and that we process it in accordance with the applicable data protection regulations.

Right to rectification: You have the right to have inaccurate or incomplete personal data rectified and to be informed of the rectification. In this case, we will inform the recipients of the data concerned of the adjustments made, unless this is impossible or involves disproportionate effort.

Right to deletion: You have the right to have your personal data deleted in certain circumstances. In individual cases, the right to deletion may be excluded.

Right to restrict processing: You have the right, under certain conditions, to request that the processing of your personal data be restricted.

Right to data transfer: If you are a resident of an EU or EEA Member State, you have the right, in certain circumstances, to obtain from us, free of charge, the personal data you have provided to us in a readable format.

Right to lodge a complaint with a supervisory authority: If we were unable to handle your data subject request optimally, you always have the right to file a complaint with our [Data Protection Authority](#) or your own local data protection authority.

Right of withdrawal: In principle, you have the right to withdraw your consent at any time. However, processing activities based on your consent in the past do not become unlawful as a result of your revocation.

You can exercise your rights by sending an email to privacy@voodooovillage.be or write to the following address:

Voodoo Village Bv
Avenue Louise 523
Brussels
Belgium

10. Retention periods

We only retain personal data for as long as necessary to provide you with services that you have requested or for purposes to which you have given your consent.

Please note that special statutory retention periods may apply to certain data. We must store this data until the end of the retention period. Accordingly, business communications or concluded contracts, for example, must be stored for up to 10 years. We block access to such data in our system and use it exclusively to fulfil our legal obligations.

11. Contact

If you have any questions about data protection, if you would like further information or if you would like to request the deletion of your personal data, please contact us by e-mail at privacy@voodooovillage.be. Alternatively, you can write to:

Voodoo Village Bv
Avenue Louise 523
Brussels
Belgium

Date: 23 January 2025