

# A/S STOREBÆLT

## TERMS AND CONDITIONS

### FOR STOREBÆLT PRIVAT (PRIVATE)

#### I. Agreement

1.1 These terms and conditions (the "Agreement") apply to your ("the Customer") use of the discount product Storebælt Privat ("the Product"). The Agreement and the Product are made available through A/S Storebælt, Central Business Register No 10634970, Storebæltvej 70, 4220 Korsør, email: kundeservice@sbf.dk

1.2 The Agreement and the Product are not to be used for commercial purposes. Should this happen, the agreement "Terms and Conditions for Storebælt Erhverv (Business)" will apply henceforth.

1.3 The Agreement will remain valid until terminated. Termination of use of the Product in itself is not a cancellation. The Customer may terminate the Agreement at any time, whereas A/S Storebælt may terminate the Agreement with one (1) month's notice.

1.4 A/S Storebælt may change the terms of the Agreement giving one (1) month's notice. Changes may, among other things, be made to respond to inflation, to cover external costs in connection with the Product, as a result of changed taxes and duties, as a result of changes to the Product and as a result of changes to legislation, regulation or practice.

1.5 Notification of new terms to the Customer can be sent by regular mail, email and SMS. Any changes that do not disadvantage the Customer, may take place without any notice by publication on A/S Storebælt's website.

1.6 The Agreement is non-transferable for the Customer. A/S Storebælt is entitled to transfer the Agreement in whole or in part to other companies within the Sund & Bælt Group without the consent of the Customer.

1.7 It is a condition for entering into the Agreement and using the Product that the Customer has a functioning automated payment method that can communicate with A/S Storebælt's toll station and register the Customer's passage. The automated payment method must be from a company that has an agreement with A/S Storebælt concerning the use of the automated payment method on Storebælt ("the Issuer"). On A/S Storebælt's website, the Customer can find an up-to-date list of Issuers that have entered into an agreement with A/S Storebælt concerning the use of their automated payment method on Storebælt. It is a condition of the use of the Product that the Customer shall ensure that the automated payment method is used in accordance with the terms agreed with the Issuer when the automated payment method is used for crossing Storebælt.

#### 2. Discounts

2.1 With the Product, the Customer receives a discount on the price applicable from time to time on all passages across Storebælt. Information on prices and discounts can be found at <https://www.storebaelt.dk/priserprodukter/priser>. The Product also gives access to Storebælt's time-controlled discounts: Evening ticket, One-day return ticket and Weekend ticket. Information on the current time-controlled discounts can be found at <https://www.storebaelt.dk/priserprodukter/rabatprodukter>. Discount is also offered in connection with the use of the time-controlled discounts.

#### 3. Payment and complaints

3.1 The invoicing and payment for passages across Storebælt using the Product take place through the Issuer that have issued the automated payment method associated with the Product and according to the terms issued by the Issuer for the automated payment method.

3.2 Complaints about a Storebælt crossing must be submitted to A/S Storebælt as soon as possible after the Customer becomes aware of the circumstances leading to the complaint. Complaints made within 60 days are made in due time.

#### 4. A/S Storebælt's collection and use of customer information

4.1. When entering into the Agreement and ordering the Product, the Customer shall provide a range of information, including name, address, telephone number, email address and information to identify the automatic payment method (for example serial number, OBE number etc.), the customer number with the Issuer as well as the name of the Issuer of the automatic payment method, and any other information that may be relevant in connection with the use of the specific automatic payment method.

4.2 A/S Storebælt receives information about the Customer, including name, address, email address, registration number of the vehicle, identification of the automatic payment method as well as any other information, that may be relevant in connection with the use of the specific automatic payment method, from the Issuer that the Customer has provided details of. A/S Storebælt will share information updates with the Issuer as long as the Agreement is in force. A/S Storebælt may disclose any necessary information about the Customer to the Issuer for use in the Issuer's collection of the correct payment.

4.3 The information provided by the Customer, as well as the information that the Issuer transfers to A/S Storebælt, is used for the administration of the Agreement and the Product. The information may also be used for direct marketing towards the Customer and for targeting information, offers and campaigns to the Customer, see Agreement point 4.4.

4.4 A/S Storebælt will, provided the Customer has given its consent thereto, send electronic newsletters and email offers to the Customer by email. Electronic newsletters and email offers will comprise marketing of A/S Storebælt's own products and/or services as well as marketing of products and/or services provided by A/S Storebælt's business partners. The list of business partners will be updated on a regular basis, and we will inform you of this in our newsletters.

4.5 A/S Storebælt reserves the right to send general information to the Customer, including the traffic situation on Storebælt, by regular mail, email or SMS.

4.6 The Customer has the right to access the personal information that A/S Storebælt processes concerning the Customer. The Customer also has the right to object to the processing and to request that inaccurate or misleading information be deleted or corrected. Enquiries in this respect can be made to A/S Storebælt at telephone +45 70 15 10 15, at [persondata@sbf.dk](mailto:persondata@sbf.dk), or in writing at A/S Storebælt, Storebæltvej 70, 4220 Korsør. A/S Storebælt's processing of personal data is described in Storebælt's privacy policy found at [www.storebaelt.dk/privacy-policy](http://www.storebaelt.dk/privacy-policy).

#### 5. Breach of contract

5.1 In the event of a material breach of the Agreement by the Customer, A/S Storebælt may terminate the Agreement with immediate effect. A material breach is considered to be, among other things, the submission of incorrect or misleading information.

#### 6. Handling of complaints

6.1 The Customer is always welcome to contact customer service in case of complaints. Customer service may be contacted at telephone +45 70 15 10 15, at [kundeservice@sbf.dk](mailto:kundeservice@sbf.dk), or in writing at A/S Storebælt, Storebæltvej 70, 4220 Korsør.

6.2 If the complaint cannot be resolved, and the Customer is a consumer, complaints may be made to Center for Klagebøtning (the Consumer Complaints Board), Toldboden 2, 8800 Viborg, if the conditions for making a complaint are met. The Customer may complain to the Consumer Complaints Board at [www.forbrug.dk](http://www.forbrug.dk).

6.3 If the Customer is a consumer, the Online Dispute Resolution of the European Commission can also be used to file a complaint. This is of particular relevance if the Customer is a consumer resident in another Member State. The Customer may use the following link <http://ec.europa.eu/odr>. Please refer to our email address [kundeservice@sbf.dk](mailto:kundeservice@sbf.dk) when filing a complaint.

#### 7. Jurisdiction and applicable law

7.1 The Agreement is subject to Danish law except for mandatory rules on consumer protection that are applicable in the country of your residence. Any disputes shall be decided by the Customer's venue.

7.2 For any enquiries, please contact A/S Storebælt at telephone +45 70 15 10 15, at [kundeservice@sbf.dk](mailto:kundeservice@sbf.dk) or in writing at A/S Storebælt, Storebæltvej 70, 4220 Korsør. Please go to [www.storebaelt.dk](http://www.storebaelt.dk) for more information.

These Conditions were updated on 9 January 2020.