

PRIVACY STATEMENT AND COOKIE POLICY

GENERAL

We organise events and festivals, for which we may collect your personal data when you visit our web site, pre-register, order, personalise or purchase a ticket, our products or services, visit our event or festival and when you are in contact with us. This Privacy Statement applies to the collection and processing of the personal data of you, visitors and customers of our events and festivals and users of our web sites and social media channels.

We value protecting the privacy and security of your personal data. We will process your personal data in accordance with the EU General Data Protection Regulation, and local Dutch privacy law.

OUR PRIVACY PRINCIPLES

We handle data protection and privacy in accordance with below privacy principles:

1. We use strict rules for processing personal data, and we regularly evaluate the functioning of the rules. We process personal data that is relevant and necessary to give you a wonderful experience. We use this information to provide targeted information to you about new events, festivals, products and services, etc.
2. We have taken appropriate organisational and technical security measures for dealing with your personal data. Only people with the correct level of authorisation are able to access personal data. If we engage external parties, we only do so once we have made agreements about the safe processing of personal data. We take measures to prevent data breaches, but should these in any unfortunate event occur, we of course inform the parties concerned and the regulatory authority when necessary.
3. We want to offer transparent, clear information about which personal data we process, why this is necessary, and how we handle the processing of personal data. We will assist you should you require further details or information on this.

WHO IS RESPONSIBLE FOR THE PROCESSING OF PERSONAL DATA?

Each separate legal entity is responsible for processing your personal data related to a specific relevant event or festival. You can find an overview of our contact details in the table at the end of this Privacy Statement.

WHY DO WE COLLECT YOUR DATA?

We collect your personal data as required, generally:

- To offer you our products and services
- To provide you with the use of our web sites
- To be able to send you our e-mail newsletter
- To comply with the legal obligations that we are subjected to by law
- In the context of company takeovers
- To be able to manage your requests and questions
- To invite you to participate in research relating to our events and festivals

- To promote an effective security policy at our events and festivals (for example by using access control, conducting camera monitoring or registering incidents)

WHAT PERSONAL DATA DO WE PROCESS?

We may process the following items of your personal data:

- First and last name
- Gender (not required)
- Date of birth (not required)
- Place of residence (not required)
- Phone number (sometimes required)
- E-mail address
- IP address
- Music preferences
- Name and account or card number of bank account or credit card
- Account numbers social media

WHAT IS THE PURPOSE OF COLLECTING YOUR PERSONAL DATA?

We process your personal data with the aim of:

- Handling your pre-registration, order, payment
- Personalisation of tickets. By personalizing your ticket you help prevent fraud and we can provide better service, for example if you can no longer find your ticket
- Making contact, if requested
- Obtaining insight into the use of our websites
- Gaining insight into the visitor composition of the events we organise
- Provide you with our services
- Sending our newsletters, as described below

NEWSLETTERS AND OTHER COMMERCIAL COMMUNICATION FROM US

Provided you have indicated that you wish to receive it by pre-registering for the event and our services, we will inform you on new events, festivals, products, services and other promotional activities by sending you our newsletter. You always have the option to opt-out of receiving further commercial communications from us by using one of the following options:

- by clicking the 'unsubscribe' link at the bottom of our e-mail. This is the fastest way
- Contacting us via the chat on our social media channels
- by indicating this in writing to us using the postal address below

When you unsubscribe to commercial communications from us, we will remove you from the mailing list as quickly as possible. Clicking the 'unsubscribe' link at the bottom of our e-mail is the fastest and automated way to unsubscribe.

SERVICE EMAILS

Please note that, if you unsubscribed from our commercial emails list, we may still send you service emails about the event you purchased a ticket for, for example on location, traffic, line-up and other service information.

CAMERAS

We inform you that during our events and festivals, cameras may be present to record footage for after movies of the events. We also may use security cameras at our events and festivals for your safety and the safety of our staff. Security cameras will be clearly visible. Security images are automatically erased after 7 days, unless an incident has occurred, in which case the period will be extended under strict conditions. Only a limited number of trained staff members has access to surveillance images. The images may be provided to the police and judicial authorities in case of incidents.

CONTACT CUSTOMER SERVICE

You may contact us via the chat on our social media channels or via the relevant email address: info@mysticgardenfestival.nl, info@wintergardenfestival.nl, info@cirquemystique.nl, info@tjdmassien.nl, info@echosofamsterdam.nl or info@dockyardfestival.com.

In that case, we will collect your name, e-mail address (and any additional data you may provide us with), the content of correspondence and conversation notes and call recording in case of telephone contact to be able to respond to your questions or comments or to provide better service and for training purposes.

GOOGLE ANALYTICS

We use technology service providers such as Google Analytics to collect statistics from our web sites. The purpose of this service is to give us a clear overview of visitor flows, traffic sources and pageviews. Based on this information we can improve our web sites and improve your experience on our web sites. We may participate in interest-based advertising. As described above, we may automatically collect data regarding how you browse web sites, use applications, and shop in order to enhance your customer experience, improve our customer service, and provide you with communications and promotions from us or others. The objective of interest-based advertising is for us to show you ads that are more relevant to your interests, for example on social media channels (For example on Facebook, Instagram, TikTok). You can limit our and our partners' ability to collect and use your data for these purposes. To opt out of receiving interest-based advertising, click on either of the following links: www.networkadvertising.org or www.aboutads.info.

To successfully opt out, you must have cookies enabled in your web browser. Please note that if you choose to opt out, you may continue to see ads on our web sites and receive communications from us, but such ads and communications will not be based on how you browse and shop. As described above, you can also prevent automatic collection of some data by disabling cookies on your web browser.

SOCIAL MEDIA

When you participate in various social media, such as Facebook, Twitter, Pinterest, Instagram, TikTok, you should be familiar with and understand the tools provided by those sites that allow you to make choices about how you share the personal data in your social media profiles. We are bound by the privacy practices and policies of these third parties, so we encourage you to read the applicable privacy notices, terms of use and related information about how your personal data is used in these social media environments. Depending on the choices you have made regarding your settings on various social media sites and in combination with your settings on our web sites, certain personal data may be shared with us about your online activities and social media profiles, for example via Facebook Connect or Google Connect. If you do not want us to share your personal data with a social media site or application, you should not access such social media site or social media application. For example, you should not click a "like" button on a product detail page.

LEGAL GROUNDS FOR PROCESSING PERSONAL DATA

The legal grounds for processing this personal data (depending on the person and the circumstances) are:

- **The performance of our agreement with you:** processing of personal data related to your purchase, email notifications about your purchase and delivery of the tickets, products or services. Also to provide you with the services and responding to your requests to provide customer service and to provide you with essential information regarding our events, festivals, products and services.
- **Our legitimate interests:** We may use your personal data both on aggregated and on individual basis for the marketing of our events, festivals, products and services, to contact you via e-mail, social media or otherwise for interest-based advertising or other commercial purposes. We may also use your personal data, using for example your musical preferences to create a marketing profile for analysing and improving the quality of our events, festivals, products and services, to assess what may interest you, to measure or understand the effectiveness of advertising we serve to you and others and to deliver relevant advertising. We may also use your personal data for our other legitimate commercial interests such as to operate and expand our business activities; to develop, improve or modify our events, festivals, products and services; to generate aggregated statistics about the users of our events, festivals, products and services; to facilitate our business operations; to operate company policies and procedures; to enable us to make corporate transactions, such as any merger, sale, reorganization, transfer of our assets or businesses, acquisition, bankruptcy, or similar event; or for other legitimate business purposes permitted by applicable law.

With this, we refer to a legitimate interest as described in article 6, paragraph 1, sub paragraph f of the EU General Data Protection Regulation. We have performed a balancing test to weigh the legitimate interests against your interests, rights and freedoms. We deem that the processing is necessary to achieve our interests. It is relevant to state that the breach of your privacy rights and freedoms is minimised because, wherever possible, we use

pseudonyms, aggregate and only a limited number of staff have access to your personal details only when required to exercise their duties. We safeguard your personal details (see 'How do we protect your personal data' below). Considering the above, we assess that there are no interests, rights or freedoms that are more important to you than the legitimate interest of us to conduct our business to the best of its ability.

- If you have not purchased any ticket, product or service from us, we will only send you direct marketing communications (such as newsletters, promotions, news on products or service updates) via email, other electronic means, via telephone or via hardcopy mail (such as flyers), after we have received your pre-registration to do so. You can withdraw your consent at any time (see the section Your Privacy Rights below).
- **To comply with our legal obligations:** Any personal data we collect may be used to comply with a legal obligation to which we are subject, such as supervisory bodies, fiscal authorities or investigation bodies, for example to provide camera images to the police and judicial authorities in case of incidents.

HOW DO WE PROTECT YOUR PERSONAL DATA?

We have taken appropriate technical and organisational measures to protect your personal data against loss or any form of unlawful processing. We protect your personal data using security measures, including secure storage.

RETENTION PERIODS

We will only store your personal data for as long as required for the specific purpose of the data. We store marketing related personal details for two years after your last contact with us. Invoices are stored for at least 7 years in compliance with local tax laws. We will remove personal data earlier if you request us to remove your personal details, unless another law prevents us from doing so. The personal data will be deleted or anonymized two years after the end of the event. When you have indicated that you wish to receive the newsletter of the event, the data will not be deleted or anonymised.

DO WE SHARE YOUR PERSONAL DATA WITH THIRD PARTIES?

We do not sell your personal data to third parties. In some cases, we need to share your data with third parties, for example, in the context of performing an agreement, to help us providing our event, festivals, products and services, or to send out marketing messages, including:

- Ticket service providers
- Payment service providers
- business partners, suppliers (such as IT service providers) and subcontractors
- media companies that carry out marketing and media activities on our behalf
- analytics and search engine providers that assist us in the improvement and optimisation of our web sites.

We put a Data Processing Agreement in place with these companies. In the event that our suppliers or third parties we work with are based in a country outside of the European Economic Region (EER) or store their data outside of the EER, we have an agreement with these parties to protect privacy in a way that is similar to data protection in the EER, such as the EU Standard Contractual Clauses. We may also supply your personal data to third parties in order to comply with laws and regulations or in the context of legal proceedings, a court order or other writ of execution.

COOKIE POLICY

We use functional, analytical and tracking cookies and similar techniques. A cookie is a small text file that is stored in the browser of your computer, tablet or smartphone when you first visit the website. We use functional cookies with a purely technical functionality. These are necessary and are always placed. These ensure that the website works properly and that, for example, your preferred settings are remembered. In addition, we place analysis or tracking cookies that track your surfing behaviour so that we can offer customized content and advertisements. These analysis/tracking cookies belong to us and to third parties (for example Facebook, Google). On your first visit to our website, we have already informed you about all cookies and we have asked for your permission to place analysis/tracking cookies. You can opt out of cookies by setting your internet browser so that it no longer stores cookies. In addition, you can also delete all information previously saved via the settings of your browser.

YOUR PRIVACY RIGHTS

You have the right to ask us for access to the personal data that we have stored about you. You have the right to request:

- access to your personal data (access)
- change or correct your personal data (rectification)
- ask to delete your personal data (erasure/right to be forgotten). Please note that although we will grant a request to delete information if required by law, in many situations we must keep specific personal information to comply with our legal obligations, resolve disputes, enforce our agreements, or for another one of our business purposes.
- restrict the processing of your personal data (restriction).
- transfer your data to another controller or to yourself if we have processed your data based on your consent or based on the agreement you have entered into with us (data portability).
- object to the (further) processing of your personal data if we have processed your data based on our legitimate interests (objection).

If you would like to know more or would like to invoke your rights, please contact us via the contact details in the table at the end of this Privacy Statement.

UPDATES

We may change and update this Privacy Statement from time to time. You may always view the latest version of the Privacy Statement on our web site. We advise you to visit this web site regularly to determine whether you have the most recent version of the

Privacy Statement, and that you do so whenever sharing your personal data with us. This Privacy Statement was last changed in June 2025.

MINORS PROVIDING PERSONAL DATA

In general, our events, festivals, products and services are not targeted at minors. The age threshold of minors for obtaining parental consent is established by each EU Member State and can be between 13 and 16 years. Minors may only provide personal data to us if they have written consent from one of their parents or a legal guardian.

COMPLAINTS

1. If you have a complaint about our products or services, please contact us via the contact details you can find in the table at the end of this Privacy Statement
2. If you are not satisfied with the handling of your complaint about the way we processes your personal data, please contact us via the contact details you can find in the table at the end of this Privacy Statement
3. If you are still not satisfied with the handling of your privacy request or about how we processes your personal data, you may contact your local Data Protection Authority. Here you find the link to the overview of your EU [National Data Protection Authority](#).

CONTACT

Festival	Contact	Organisatie
Mystic Garden Festival	info@mysticgardenfestival.nl	Faul Productions B.V., Pieter Ghijsenlaan 29, Zaandam, Nederland
Melody Garden Festival	info@mysticgardenfestival.nl	
Tijdmasjien Festival	info@tijdmasjien.nl	
Echos of Amsterdam	info@echosofamsterdam.nl	
Cirque Mystique	info@cirquemystique.nl	
Dockyard Festival	info@dockyardfestival.com	Dockland Events B.V., Pieter Ghijsenlaan 29, Zaandam, Nederland
Mystic Garden Festival ADE	info@mysticgardenfestival.nl	
Winter Garden Festival	info@wintergardenfestival.nl	First Signs of Spring B.V., Pieter Ghijsenlaan 29, Zaandam, Nederland
Mystic Garden Weekender	info@mysticgardenfestival.nl	Once Upon A Time B.V., Pieter Ghijsenlaan 29, Zaandam, Nederland

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