

Information about the Danish Agency for Digital Government's processing of your personal data in connection with NemSMS

Content:

[Read more about NemSMS](#)

[The Danish Agency for Digital Government's role – how to contact us](#)

[Contact details for the Data Protection Officer](#)

[Legal basis for the processing of your personal data](#)

[Special provisions regarding read and write access](#)

[Categories of personal data](#)

[Recipients or categories of recipients](#)

[Recipients in third countries, including international organisations](#)

[Retention of personal data](#)

[Source of your personal data](#)

[Automated decision-making, including profiling](#)

[Right to rectification, erasure, restriction, objection, data portability and access rights](#)

[Complaint to the Danish Data Protection Agency](#)

Read more about NemSMS

With NemSMS, citizens and businesses can receive service messages in the form of SMS reminders from public authorities. NemSMS is a voluntary service designed to help citizens and businesses remember their appointments and interactions with public authorities.

Registration for NemSMS can be completed either through the self-service functionality in the Digital Post solution or by visiting a Citizen Service Centre (Borgerservice) in person. Signing up for NemSMS requires consent for the Danish Agency for Digital Government to process the registrant's name, personal identification number, and phone number.

You can read more about NemSMS here: <https://digst.dk/it-loesninger/nemsms/>

The Danish Agency for Digital Government's role – how to contact us

The Danish Agency for Digital Government is the data controller for the register in which citizens' and businesses' information is stored, cf. Section 2a(1) of the Danish Digital Post Act (Consolidation Act No. 686 of 15 April 2021).

In connection with the transmission of NemSMS messages – including the content of the SMS messages – the Danish Agency for Digital Government acts as the data processor on behalf of the public authorities sending the messages, cf. Section 2(1) of the Executive Order on Responsibility, Tasks and Supervision in Relation to the Processing of Personal Data in

Connection with the Transmission of Digital Post from Public Senders (Executive Order No. 2019 of 29 October 2019).

You can find our contact details below:

Danish Agency for Digital Government
Attn: Office for Digital Post (KDP)
Landgreven 4
DK-1301 Copenhagen K
Denmark

CVR No.: 34051178
Phone: +45 33 92 52 00
Email: digst@digst.dk

Contact details for the Data Protection Officer

If you have any questions regarding our processing of your personal data, you are always welcome to contact our Data Protection Officer (DPO).

You can contact our Data Protection Officer in the following ways:

- Via Digital Post: Send a message to the Danish Agency for Digital Government through Digital Post and write "Attn: Data Protection Officer" in the subject field.
- By email: dpo@digst.dk. If you choose to contact the Data Protection Officer by email, please do not include your CPR number (Danish personal identification number) or any other sensitive or confidential information.
- By post:
Danish Agency for Digital Government
Attn: Data Protection Officer
Landgreven 4
DK-1301 Copenhagen K
Denmark.

Legal basis for the processing of your personal data

If a citizen or business wishes to receive NemSMS messages, they must provide their voluntary consent.

Registration for NemSMS requires consent to the processing of personal data pursuant to Article 6(1)(a) of the General Data Protection Regulation (GDPR).

The public authority sending the NemSMS is responsible for the content of the message. This means that the Danish Agency for Digital Government is not responsible for the content of your NemSMS messages and does not read, access, or store the content.

Special provisions regarding read and write access

It is possible to grant another person read and write access to an individual's Digital Post, cf. Section 16 of the Executive Order on the Administration of Digital Post from Public Senders (Executive Order No. 2017 of 29 October 2021).

A person who has been granted read and write access to a Digital Post mailbox may also register, modify, and/or deregister the mailbox owner from the NemSMS service.

Both the mailbox owner and the person granted access will be able to view all such changes in the mailbox owner's activity log.

Categories of personal data

The Danish Agency for Digital Government processes the following categories of personal data about you:

Mailbox owner (the person who owns the Digital Post mailbox):

- General personal data:
 - Name
 - Telephone number, if the mailbox owner has provided a telephone number when registering for NemSMS or SMS notifications
 - Events and actions performed by the mailbox owner in Digital Post
 - IP address
- Personal identification number (CPR number) pursuant to Section 11(1) of the Danish Data Protection Act.

Access holder (the person who has been granted read and write access to another person's mailbox):

- General personal data:
 - Name
 - Telephone number, if the access holder has provided a telephone number when registering for NemSMS or SMS notifications
 - Events and actions performed by the access holder in Digital Post
 - IP address
- Personal identification number (CPR number) pursuant to Section 11(1) of the Danish Data Protection Act.

Recipients or categories of recipients

We disclose your personal data to suppliers (referred to as data processors) who process your personal data on behalf of the Danish Agency for Digital Government. We always enter into a data processing agreement with these suppliers. This agreement ensures that your personal data is processed securely and in accordance with applicable law.

You can find information about the data processors we use below:

- Netcompany A/S (IT supplier), Strandgade 3, DK-1401 Copenhagen K, CVR No. 39488914, which assists with the operation, maintenance, and administration of the Digital Post solution.

- Statistics Denmark (Danmarks Statistik), Sankt Kjelds Plads 11, DK-2100 Copenhagen Ø, CVR No. 17150413, which compiles statistics concerning public authorities, citizens, and businesses.

Your personal data may also be disclosed to other parties if the Danish Agency for Digital Government is required to do so under applicable law.

Recipients in third countries, including international organisations

The Danish Agency for Digital Government does not transfer your personal data to recipients outside the European Union (EU) or the European Economic Area (EEA).

Retention of personal data

When you register a telephone number for NemSMS, the Danish Agency for Digital Government stores the telephone number until you deregister NemSMS for that particular telephone number.

If the same telephone number has been registered for NemSMS on behalf of other individuals, or if the telephone number is used for SMS notifications in connection with Digital Post, the Danish Agency for Digital Government will continue to store the telephone number.

If you do not deregister the telephone number, the Danish Agency for Digital Government will retain your personal data until five years after your death. After this period, the data will be deleted.

Source of your personal data

Your personal data originates from:

- The Danish Civil Registration System (CPR Register) and the Central Business Register (CVR Register).
- If you wish to register for NemSMS, you must provide your telephone number yourself.

Automated decision-making, including profiling

No automated decision-making, including profiling, is carried out in Digital Post.

Right to rectification, erasure, restriction, objection, data portability and access rights

Below you can read about your right to rectification, erasure, restriction, objection, data portability and access rights.

You can read more about your rights in the Danish Data Protection Agency's guidance on the rights of data subjects, which you can find at www.datatilsynet.dk.

If you wish to exercise your rights, please contact the Danish Agency for Digital Government. Contact details can be found above.

Right to rectification (correction)

You have the right to have incorrect information about yourself corrected. You also have the right to have your data supplemented with additional information if this makes your personal data more complete and/or up to date.

Right to erasure

In certain cases, you have the right to have information about you erased before the Danish Agency for Digital Government's general retention period expires.

Right to restriction of processing

In certain cases, you have the right to have the processing of your personal data restricted. If you are entitled to restriction, the Danish Agency for Digital Government may in the future only process the data – apart from storage – with your consent, or for the establishment, exercise or defence of legal claims, or to protect a person or important public interests.

Right to object

In certain cases, you have the right to object to the Danish Agency for Digital Government's otherwise lawful processing of your personal data.

Right to data portability

In certain cases, you have the right to receive your personal data in a structured, commonly used and machine-readable format and to have those personal data transferred from one data controller to another without hindrance.

Right of access

You have the right to obtain access to the information we process about you, as well as a number of additional details.

Complaint to the Danish Data Protection Agency

You have the right to file a complaint with the Danish Data Protection Agency if you are dissatisfied with the way the Danish Agency for Digital Government processes your personal data. You can find the Danish Data Protection Agency's contact information at www.datatilsynet.dk.