

## Privacy Policy Paylogic USA

This Privacy Policy covers the processing of your personally identifiable information (hereinafter: personal information or personal data) by Paylogic. The services we provide require us to collect some of your personal information for the purpose of facilitating ticket sales and financial transactions. With respect to your privacy, we have made a great effort to minimize the amount of personal data we need to obtain from you. Paylogic takes the protection of your personal data very seriously and will use your personal data only in accordance with the terms of this Privacy Policy. We will not sell your personal data to third parties. However, as described in more detail below, there are limited circumstances in which some of your personal data will be shared with third parties, under strict conditions.

Capitalized terms (other than section headings) are defined in the Terms and Conditions

### A. Background

The purpose of this Privacy Policy is to provide you notice of the way your personal data is collected and used.

In this Privacy Policy, Paylogic USA, INC. or any other entity of Paylogic will be hereinafter referred to in this document as "we" or "Paylogic".

Paylogic collects your personal data at the moment you finish your registration in order to buy a ticket. Paylogic will process your personal data on behalf of its customers, the Event Organisers. Your personal data will only be made available by Paylogic to the Organisation of the event for which you bought a ticket and in case you buy travel products through Paylogic, with the providers of these specific travel products and then only insofar as necessary to for the execution of the agreement between you and the Organiser of the Event.

It is the Organiser who is responsible for the lawful processing of your personal data so please take note of the privacy policy of the relevant Organiser for information on the way the Organiser processes your personal data. Whilst Paylogic takes your privacy very seriously, and has taken steps to ensure that Organisers will do likewise, Paylogic is not responsible for the compliance or otherwise by any of its Organisers with applicable privacy laws with respect to your personal data.

By agreeing to our Terms and Conditions during your registration process at Paylogic you automatically accept the terms of this Privacy Policy, which means explicit agreement with our use and disclosure of your personal information in the manner described in this Privacy Policy.

This Privacy Policy is in force since 1 October 2005 and was last updated in november 2016.

Please note that your information will be stored on servers located in the Netherlands. The use of this information is limited and regulated by both United States and Dutch law, among which, but not limited to:

- All Dutch Privacy Regulations;
- The European Privacy Directive;
- CalOPPA;
- COPPA.

## **B. The Information We Collect**

### **Required information:**

To fully process a financial transaction via the Paylogic System, we will ask you for the following personal information: name, surname, address, zip code, city and country, email address, telephone number and date of birth.

We need to collect this data for the following reasons: to fulfill the agreement between you and the Organiser, in order to correspond with you about the status of your transaction, to send you the tickets you requested, to get in touch with you in case there are problems with your order or with the event and to determine whether the purchaser is old enough to be allowed to purchase tickets and/or go to the event.

### **Additional information:**

At the request of our Organisers, we may ask you for more personal information or preferences to the extent required by them to complete your transactions. At the request of our Organisers we may refuse your application if you do not provide us with the required information or preferences. Any such additional personal information will also be processed by us on behalf of the Organiser in accordance with this Privacy Policy.

### **Our use of Cookies:**

"Cookies" are small files of data that you have on your computer and allow us to recognize you when you return to our site using the same computer and browser. Cookies enable us to collect information about the use of our services and to improve and adapt our service to the needs of our visitors.

You can read everything about the cookies we use and how we use them in our Cookie Policy, which can be found here: <http://www.paylogic.com/en/about-paylogic/terms-and-conditions/>

## **C. Use and Disclosure of Information**

### **Internal use:**

We collect, store and process your personal information on our own servers in the Netherlands. We use the information we collect about you in order to (a) provide our services and process your transactions, (b) to provide customer service, and (c) to improve our services on behalf of the Organiser. We only give our employees who need the information to offer our service to you.

### **Disclosure to third parties:**

Paylogic will not share your personal data with third parties, except with the Organiser of the Event for which you have purchased tickets. We share your information on behalf and by order of Organisers with parties as described below.

Paylogic is entitled to share your personal information with the following parties:

- Financial institutions required for processing your payment (the PSP's).
- Fulfillment other than e-tickets, such as postal fulfillment which require address data and mobile fulfillment which require mobile phone numbers.
- Organisers which have a User Agreement with Paylogic. The Organiser organising an Event for which you buy a ticket via Paylogic has access to your information in order to deliver the purchased service ( i.e. access to the event). However this information may only be used as described in the General Terms and Conditions of Paylogic, which form part of the agreement between us pursuant to your acceptance of the same as part of your registration with us.

These third parties are limited by law or by contract from using the information for secondary purposes other than those for which the information is shared.

**In addition to the above, Paylogic will share your personal data as far as necessary on the following basis:**

**a)** we may disclose your personal information to appropriate third parties, who we believe in good faith are investigating fraud or other illegal activity, or to conduct investigations into violations of our User Agreement. This occurs in situations, including but not limited to, for the purposes of criminal proceedings, investigations by credit card companies or the police for payment fraud to prevent terrorism or for the enforcement of intellectual property rights.

**b)** we may provide information in response to a (court summons, warrant, court order, levy, restraint, order of a court-appointed curator or other comparable legal process, including any summons from private parties in a civil procedure.

**c)** we may disclose information to your agent or legal representative (such as the holder of a power of attorney that you granted or a guardian appointed to you).

**d)** we may share aggregated (but not individual) statistical data with our business partners or for public relations purposes (for example publication that a percentage of our Organisers (customers) makes use of a certain payment method).

**e)** as with any other business, it is possible that Paylogic could merge with or be acquired by another company in the future. If such an acquisition occurs, subject to applicable law, the successor company would have access to the information maintained by getting Paylogic, including personal data. However the acquiring company will continue to be bound by this Privacy Policy.

**f)** we may share your information with our parent company, subsidiaries and joint ventures for the coordination of the services we provide to you for training purposes, to enforce our terms and conditions and promote confidence, safety and security.

**g)** to offer to our Organisers (customers) our service, we may share your transaction status information and transaction identifiers with the Organisers you pay. We do not share bank details or credit card information.

**h)** to offer our service to our Organisers we share your personally identifiable information with our Organisers. Both the required information and the additional information. We do not share bank details or credit card information.

**Contact with you**

Paylogic will not use your personal data to send you messages in cases other than a change in status of Purchase Rights, confirming the opening of your Paylogic Account, reporting the status of the payment, or a payment error or payment fraud

**D. Information Security**

Paylogic is committed to processing your personal information in accordance with high standards of information security. As noted above we restrict access to your personal information to employees who need the information to offer our service to you and we maintain physical, electronic and procedural safeguards that comply with the European laws and regulations to guard your personal information. We regularly test our security systems, including but not limited to, our security standard PCI DSS (Payment Card Industry Data Security Standard).

The security of your Paylogic account is protected by your Paylogic password and you should in no event share your password with others. We will never ask you to send us your password or any other sensitive information to our e-mail address, though we might ask you to enter this kind of information on the website of Paylogic.

All transactions of personal information, both for you and for others, take place through secure channels (TLS protocols). We urge you to check the authenticity of the certificates to ensure safety of the connection to our servers.

## **E. Access to and Modifying your Information**

You can evaluate the personal information that you provide to us yourself and apply any desired change of your information, or to the settings of your Paylogic account at any time by logging into your account on the Paylogic website and changing your preferences in the Profile Page.

If you wish to know what Paylogic has collected about you or you wish to change data that you cannot change yourself in your account, you can send an email to [info@paylogic.com](mailto:info@paylogic.com). Paylogic will provide you with the information within four (4) weeks.

## **F. Updates**

This Privacy Policy may be updated from time to time, which is why we suggest you check this Policy regularly.

## **G. Contact Us**

If you have any questions about this Privacy Policy please contact us using the contact details as described below.

Paylogic USA, INC.

E-Mail: [info@paylogic.com](mailto:info@paylogic.com)

Telephone: (+1) 6467410139