

# FamTickets

## Privacy Policy

Last Updated: June 5, 2023

This privacy policy (the "**Privacy Policy**") describes the types of Personal Information FamTickets ("**FamTickets**," "**we**," "**us**," or "**our**") may collect from all visitors, Users, and Organizations (collectively, "**Users**," "**you**," or "**your**") or that you may provide to us when accessing and using the www.famtickets.com website (the "**Site**") and/or our mobile application (collectively, the "**Services**").

**Please read this Privacy Policy carefully before accessing and using the Services to understand our policies and procedures regarding your Personal Information and how we will treat it.**

**THIS PRIVACY POLICY ONLY COVERS THE PERSONAL INFORMATION WHICH WE COLLECT, DIRECTLY OR INDIRECTLY, FROM YOU OR FROM THIRD PARTIES. IT DOES NOT COVER, AND WE HAVE NO CONTROL OVER, THE INFORMATION THAT USERS REQUEST FROM OR PROVIDE TO EACH OTHER ON OR THROUGH THE SERVICES. IF YOU SHARE PERSONAL INFORMATION WITH OTHER USERS THROUGH THE SERVICES, YOU DO SO ENTIRELY AT YOUR OWN RISK AND ANY SUCH DISCLOSURE IS SOLELY BETWEEN YOU AND THE OTHER USER(S).**

Capitalized terms not otherwise defined herein have the meaning set forth in our Terms of Service, which is hereby incorporated by reference.

### Acceptance

By accessing and using the Services, you agree to the collection and use of your Personal Information in accordance with this Privacy Policy. Please do not use the Services if you do not agree with our policies and procedures.

### Updates

We reserve the right to modify this Privacy Policy at any time by posting an updated Privacy Policy on the Services. If we make changes, we will notify you by revising the date at the top of this policy. If we make any material changes, we may notify you on the Services and, at our sole discretion, provide registered Users with an email notice of those changes. You are responsible for regularly reviewing this Privacy Policy, and your continued use of the Services after we make changes is deemed to be acceptance of the updated Privacy Policy. If any modification is unacceptable, you shall cease using the Services. If you have any questions about this Privacy Policy or wish to exercise any of your rights under this Privacy Policy, you may contact us at support@famtickets.com.

### 1. Personal Information We Collect About You

To provide the Services, we may collect Personal Information from you. "**Personal information**" identifies, relates to, or could reasonably be linked with you or your household. For example, it could include your name, email address, records of events purchased, Site browsing history, geolocation data, and inferences from other personal information that could create a profile about your preferences and characteristics.

We collect Personal Information from the following categories of sources:

- directly from you
- indirectly/automatically from you

#### 1.1 Personal Information We Collect Directly From You

While you are accessing or using the Services, we may ask you to provide us with certain Personal Information about you that is necessary to provide you with the Services, and you may also choose to provide us with additional Personal Information.

You may also provide us with information if you register an account with us to access and use the Services, post content on the Services, sign up for newsletters, email alerts, and special offers, or request customer support, which may include the following:

- **Contact Information:** first and last name, phone number, email address, billing address;
- **Personal Information:** name, physical characteristics or description, address, telephone number, education, and employment;

- **Business Information:** business name, address, website address, social media accounts, and contact information;
- **Payment Information:** our third-party payment processor may also collect your credit card number, type of service or events purchased, and the date and time of the transaction;
- **Account Information:** username and password, date of birth, profile information, profile photo, account activity, and other files you upload to your account;
- **Mobile Device Information:** we may access and receive information that you provide us access to, such as from your camera, photos, microphone, and location services;
- **Communication Information:** the content of any communications you send and/or receive through the Services to or from us or between you and other Users;
- **Customer Testimonials and Reviews:** any customer testimonials, reviews, or comments you make on the Services, which you provide us through consent.

## Uploading and Posting Personal Information on the Services

You may provide Personal Information to be displayed in public areas of the Services or transmitted to other Users of the Services or third parties. This Personal Information is posted on and transmitted to others at your own risk. While all Users of the Services must abide by our Terms of Service, we cannot guarantee that their use of Personal Information that you provide directly to them or which is provided to them through the Services will be handled in accordance with this Privacy Policy.

*We will not ask or require you to provide sensitive information regarding protected classifications, including: race, color, religion, national origin, sexual orientation, marital status, medical condition, or disability information, as described under the appropriate state or federal law. We cannot control what information is requested from third parties or other Users while using the Services. Any information you provide to other Users or third parties on the Services is entirely at your own risk.*

### 1.2 Information We Automatically Collect From You

While you are accessing and using the Services, we may automatically collect certain information from you. This information may include, without limitation:

- Your device's internet protocol address (e.g., IP address), browser type, and version;
- Access date and time, pages of the Services that you visit and the time spent on those pages, and other actions while using the Services;
- Geolocation data, such as the precise or approximate location determined from your IP address;
- When you access the Services by or through a mobile device, we may collect certain information automatically, including, without limitation, the type of mobile device you use, your mobile device's unique ID, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browser you use, unique device identifiers, and other diagnostic data;
- Information about the device you use to access the Services, including the hardware model, operating system and version, unique device identifiers, and cookie data; and
- Other diagnostic data.

The information we automatically collect from you is only statistical data and does not include Personal Information, but we may maintain it or associate it with Personal Information we collect in other ways to help us improve the Services and deliver a better and more personalized service. We use these technologies for a number of purposes, including enabling you to use the Services, facilitating the functioning of and your access to the Services, better understanding how you navigate through the Services, and detecting and preventing fraud.

The technologies we may use for this automatic data collection may include:

**Cookies (or browser cookies).** Cookies are small files placed on your computer's hard drive when you access certain websites that record your preferences. We use cookies to track the use of and improve the Services.

**Web Browser Storage.** Some websites use the browser's "sessionStorage" and "localStorage" to store data; "sessionStorage" is stored temporarily, but the "localStorage" is persistent. You may erase them by deleting your browser's history.

**Web Beacons.** Certain sections of the Services and our emails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, or single-pixel gifs) that permit us to determine whether you performed a specific action, for example, if you visited the Services or opened an email.

### 1.3 Third-Party Use of Cookies

Some content or applications on the Services are served by third parties, including payment processors and content and application providers. These third parties may use cookies, web beacons, or other tracking technologies to collect information about you when you access or use the Services. The information they collect may be associated with your Personal Information, and/or they may collect information related to your online activities over time and across different websites and other online services. They may use this information to provide you with interest-based (behavioral) advertising or other targeted content. We do not control these third-party tracking technologies or how they may be used. You should contact the responsible provider directly if you have questions about an advertisement or other targeted content. For more information about how to opt out of receiving targeted advertising from many providers, see the [Network Advertising Initiative's opt-out page](#) and [Google Ads setting page](#).

**Google Analytics:** Google Analytics is a web analytics service offered by Google that tracks and reports website traffic. We may use Google Analytics as a third-party tracking service for our Site, but we don't use it to track you individually or collect your Personal Information. We may use Google Analytics to collect information about how our Site performs and how our users navigate through and use the Site. Google Analytics gathers non-personally identifying information over time, such as your IP address, browser type, internet service provider, referring and exit pages, timestamp, and similar data about your Site use. We do not link this information to your Personal Information, such as your username. Google provides further information about its own privacy practices and offers a browser add-on to opt out of Google Analytics tracking. You can access Google Analytics' privacy policy [here](#).

## 2. How We Use Your Personal Information

We use the Personal Information you provide, or we collect:

- To present the Services to you;
- To provide and maintain the functionality of the Services, including monitoring the usage of the Services;
- To notify you about changes to the Services;
- To allow you to participate in interactive features of the Services when you choose to do so;
- To provide customer support;
- To create and manage your account;
- To allow you to log into the Services;
- To provide you with news, special offers, and general information about other goods, services, and events that we offer that are similar to those you have already purchased or enquired about unless you have opted not to receive such information;
- For our internal business purposes, such as data analysis, audits, and so forth;
- To gather analysis or valuable information so that we can improve the Services;
- To fulfill our obligations and enforce our rights arising from any contracts you entered with us;
- To monitor the usage of the Services;
- To detect security incidents and protect against deceptive, illegal, or unauthorized activities;
- To comply with the law;
- To evaluate and/or conduct a divestiture, restructuring, dissolution, merger, or other transfer or sale of some or all of our assets;
- In any other way we may describe when you provide the information; and
- For any other purpose with your consent.

## 3. How We Share and Disclose Your Personal Information

Where permissible under applicable law, we may share your information in the following situations:

**3.1 With Organizations.** When you subscribe to an Organization or purchase tickets from an Organization, the Organization is provided with transactional information, such as the specific Event, the number of tickets purchased, the email address associated with your purchase, and other metadata associated with the transaction.

**3.2 With Service Providers.** We may share your Personal Information with service providers, contractors, and other third parties we use to support our business and who are bound by contractual obligations to keep Personal Information confidential and use it only for the purposes for which we disclose it to them.

**3.3 With Business Partners.** We may share your Personal Information with our business partners to offer you certain products, services, or promotions, and where they are bound by contractual obligations to keep Personal Information confidential and use it only for the purposes for which we disclose it to them.

**3.4 With Other Users.** When you interact in public areas of the Services with other Users, such Personal Information may be viewed by all Users and may be publicly distributed.

**3.5 For Business Transfers.** We may share or transfer your Personal Information in connection with or during negotiations of any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.

**3.6 As Aggregated Information.** We may disclose aggregated information about our Users and information that does not identify any individual to our advertisers, business partners, or any other third party.

**3.7 To Enforce Our Agreements.** We may disclose your Personal Information to enforce and administer our agreements, including, without limitation, our Terms of Service.

**3.8 To Protect Our Rights.** We may disclose your Personal Information to protect the rights, property, or personal safety of our company, its employees, its members, and the public.

**3.9 For Legal Compliance.** We may disclose your Personal Information to comply with the law, a court order, or legal process, including: (a) notices of intellectual property infringement, (b) claims that User-Generated Content violates the rights of third parties, (c) government or regulatory request, and/or (d) to investigate the use of or respond to alleged violations or infringement of Third-Party Content.

**3.10 With Your Consent.** We may disclose your Personal Information for any other purpose with your consent.

#### **4. How We Secure Your Personal Information**

We use commercially reasonable technical safeguards to secure any Personal Information we collect about you. The secure server software ("SSL") we use encrypts all information you input before it is sent to us. In addition, your account information is password-protected for your privacy and security. Passwords are stored securely in a hashed and salted form using strong cryptography. You should always take steps to protect the confidentiality of the password you select, including using a unique password for the Services. It is important for you to protect against unauthorized access to your password and to your computer. Be sure to sign off when you finish using a shared computer. If you suspect that your account has been compromised, you should change your password immediately. If we have reason to suspect that your account may be compromised, we reserve the right to notify you and require you to update your password and/or take other measures to ensure the security of your account.

The security of your Personal Information is important to us, but remember that no method of transmission over the Internet or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

#### **5. Responsible Disclosure of Security Vulnerabilities**

If you have discovered or believe that you have discovered a security vulnerability on the Services, or if you encounter any Personal Information of any other User, we request that you notify us immediately at support@famtickets.com. If you are conducting any security test of the Services and encounter any sensitive data (including financial information, proprietary information, or trade secrets of any party), you must stop your test, notify us immediately, and not disclose this data to anyone else. We will use commercially reasonable efforts to identify, investigate, and remedy any potential security vulnerabilities with the Services within a reasonable timeframe upon notification to us. If we believe that a security vulnerability does or could exist, we reserve the right to limit access to the Services and to require you to update your password or account emails or take any additional security measures before the Services may be accessed.

#### **6. How You Can Manage Your Personal Information**

You may correct, amend, or delete the information we hold about you. After receiving proof of your identity, you may request that we delete or change any or all of your Personal Information (subject to certain exceptions), and we will do our best to respond to your request within thirty (30) days of receipt.

You are responsible for keeping your Personal Information up to date. If you are registered on the Services, most of your account information can be changed in the "Settings" section of the Services.

#### **7. Retention of Your Personal Information**

We may retain your Personal Information for as long as your account is active or as needed to provide you with the Services. We will also retain and use your Personal Information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements. We will retain transactional information for as long as we deem necessary in order to confirm purchases, process any refunds, and take other necessary and appropriate actions.

We will also retain statistical data for internal analysis purposes for any period of time we choose unless we are legally obligated to retain this data for longer periods.

The retention information that you provide to other Users or Organizations, whether online through the Services or offline and the transactional information, including contact information, provided to Organizations is strictly up to the applicable User and/or Organization, and this Privacy Policy does not control the use or retention of such information. Additionally, by using our Payment Processor, you consent to the use and retention of the information they collect from you as described in the Payment Processor's applicable terms of service and privacy policy.

#### **8. Consent to Processing of Your Personal Information in the United States**

Please be aware that your Personal Information may be processed by us (and third parties on our behalf as further described in this Privacy Policy) outside of your home country, including in the United States, where data protection and privacy regulations may not offer the same level of protection as privacy laws in your country. If you create an account with us, you agree to this Privacy Policy, and you consent to the transfer of all information you provide to us in the United States.

#### **9. Opting Out of Personalized Ads**

You may choose to opt out of receiving emails and newsletters from us and delete, disable, and manage browser cookies and web browser storage.

**9.1 Marketing Emails Opt-Out.** If you no longer want to receive marketing emails from us, you may click the "Unsubscribe" link in an email or follow the instructions provided in any email we send.

**9.2 Tracking Opt-Out.** You can opt out of accepting cookies (or browser cookies) by activating the appropriate setting on your browser or setting your browser to alert you when cookies are being sent. However, if you disable or refuse, you may not be able to access and use some parts of the Services.

## **10. Third-Party Websites**

We may provide links to third-party websites within the Services, but this Privacy Policy does not apply when you access third-party websites directly from the Services. Please note that we have no control or responsibility over their data collection, use, or disclosure practices. You will be subject to their privacy policies when you click on links that take you to external websites. If you access and transmit information to third-party websites, you do so at your own risk. You should carefully review the privacy policy of any third-party website you visit before using or disclosing your Personal Information to any third-party websites.

## **11. Collection of Payment Information**

We use a third-party Payment Processor for processing payments and any other fees applicable to your use of the Services. Our current Payment Processor, Stripe, collects all necessary payment information, and we will not store or collect your credit card details. Payment information will be provided by you directly to our Payment Processor, whose use of your Personal Information is governed by their privacy policy. For more information about Stripe's privacy policy, please visit their website.

## **12. Personal Information of Minors**

The Services are intended for individuals 16 or older. If you are under 16, you may not use the Services nor have an account on the Services. We do not knowingly collect information from or direct any of our content specifically to children under 16. If we learn or have reason to suspect that you are a User who is under the age of 16, we will have to close your account. If you believe we might have any information from or about a child under the age of 16, please contact us at support@famtickets.com.

## **13. Supplemental Notice to California Residents**

Users of the Services that reside in California may have additional rights afforded to them under California privacy laws.

### **13.1 Additional Definitions Applicable to California Privacy Laws**

"CCPA" or "**California Consumer Privacy Act**" means California Civil Code § 1798.100 et seq.

"**Consumer**," "**Business**," "**Sell**," and "**Service Provider**" will have the meanings given to them in the CCPA.

### **13.2 California Consumer Privacy Act ("CCPA")**

**13.2.1 Your Rights.** If the processing of your Personal Information is subject to the CCPA, you have the right to:

- Request us to disclose the categories and specific pieces of Personal Information we collect, use, disclose, and sell;
- Know the categories of Personal Information that we collect and the purposes for which we collected or used such Personal Information, and whether that information is sold or shared;
- Know the categories of sources from which the Personal Information was collected;
- Know the categories of third parties with whom we shared or to whom we sell your Personal Information;
- Know whether we collected or sold your Personal Information for business or commercial purposes;
- Request deletion of Personal Information we collected from you, subject to certain exceptions;
- Opt out of the sale of your Personal Information; and
- Not receive discriminatory treatment by us for exercising your rights set out in the CCPA.

We may deny your deletion request if retaining the information is necessary for our service providers or us to:

- Complete the transaction for which we collected the Personal Information, provide a service that you requested, take actions reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform our contract with you.
- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for such activities.
- Debug products to identify and repair errors that impair existing intended functionality.
- Comply with the California Electronic Communications Privacy Act (Cal. Penal Code § 1546 et. seq.).
- Enable solely internal uses that are reasonably aligned with consumer expectations based on your relationship with us.
- Comply with a legal obligation.
- Make other internal and lawful uses of that information that are compatible with the context in which you provided it.

### **13.2.2 Categories of Personal Information Collected by Us**

For information about what categories of Personal Information we may collect from our Users in the twelve (12) months preceding the date this Privacy Policy was last modified, the sources of such information, the purposes for collecting and using that information, and what types of third-party service provider we may share that information with please see the following sections in this Privacy Policy entitled: "Personal Information We Collect About You," "How We Use Your Personal Information," and "How We Share and Disclose Your Personal Information." For more information about how to review and change your Personal Information collected through the Services, please see the section entitled "How You Can Manage Your Personal Information."

### 13.2.3 Categories of Personal Information Disclosed for a Business Purpose

The following is a summary of the categories of Personal Information we have disclosed for a business or commercial purpose in the 12 months preceding the date this Privacy Policy was last modified.

**Identifiers:** Real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, or other similar identifiers.

*Parties with whom this category of Personal Information may be shared include:* Service providers, payment processors, our affiliates, our business partners, third-party vendors to whom you or your agents authorize us to disclose your Personal Information in connection with the Services, other users of the Services where you consent to display your Personal Information publicly, and Organization registered on the Services when you purchase a ticket or event.

**Categories of Personal Information described in California Civil Code §1798.80(e):** Name, mailing address, and telephone number.

*Parties with whom this category of Personal Information may be shared include:* Service providers, payment processors, our affiliates, our business partners, third-party vendors to whom you or your agents authorize us to disclose your Personal Information in connection with the Services, other users of the Services where you consent to display your Personal Information publicly, and Organizations registered on the Services when you purchase a ticket or event.

**Financial Information:** billing address, bank account number, credit card number, debit card number, or any other financial information.

*Parties with whom this category of Personal Information may be shared include:* Payment Processors, our affiliates, and our business partners to whom you or your agents authorize us to disclose your Personal Information in connection with the Services.

**Commercial Information:** Records and history of tickets or events purchased, obtained, or considered, or other purchasing consuming histories or tendencies.

*Parties with whom this category of Personal Information may be shared include:* Service providers, payment processors, our affiliates, our business partners, and third-party vendors to whom you or your agents authorize us to disclose your Personal Information in connection with the Services.

**Geolocation Data:** precise or approximate geographic location.

*Parties with whom this category of Personal Information may be shared include:* Service providers, payment processors, our affiliates, our business partners, and third-party vendors to whom you or your agents authorize us to disclose your Personal Information in connection with the Services.

**Network Information:** Internet and other similar network activity.

*Parties with whom this category of Personal Information may be shared include:* Service providers, payment processors, our affiliates, our business partners, and third-party vendors to whom you or your agents authorize us to disclose your Personal Information in connection with the Services.

Such categories of Personal Information may be collected, used, or disclosed for business and commercial purposes, which may include the following examples:

- To operate and improve the Services;
- To provide you with the Services, respond to your inquiries, and give you the necessary support;
- To respond to law enforcement requests and as required by applicable law, court order, or governmental regulations;
- As described to you when collecting your Personal Information or as otherwise set forth in the CCPA;
- For internal administrative and auditing purposes; and
- To detect security incidents and protect against malicious, deceptive, fraudulent, or illegal activity, including, when necessary, to prosecute those responsible for such activities.

### 13.3 Do Not Sell My Personal Information

In the past 12 months, we have not sold your Personal Information other than to utilize Google Analytics to gain insights regarding how users interact with the Services and to better provide the Services. See the heading titled 'Google Analytics' of this Privacy Policy for more information about our use of Google Analytics and the categories of Personal Information collected by Google Analytics.

#### **13.4 Minors**

If you are under 18 and registered with the Services, you have the right to request and obtain the removal of content or information you have publicly posted under the California Business and Professions Code Section 22581. Be aware that your request does not guarantee the complete or comprehensive removal of content or information posted online, as the law may not permit or require removal in certain circumstances.

#### **13.5 Do Not Track Features**

California law requires us to let you know how we respond to web browser Do Not Track (DNT) signals. However, no uniform technology standard for recognizing and implementing DNT signals exists presently. As such, we do not currently respond to or support DNT signals or any other mechanism that automatically communicates your choice not to be tracked online.

#### **13.6 California's Shine the Light Law**

Under California's Shine the Light Law, California Consumers may request the type of Personal Information we disclosed to third parties for their direct marketing purposes and a list of those third parties (if any). We have not disclosed Personal Information to third parties for direct marketing purposes.

To make any requests regarding your California Privacy Rights, please contact us by email at [support@famtickets.com](mailto:support@famtickets.com).

### **14. Supplemental Notice to Individuals that Reside in the European Economic Area**

Users of the Services that are residents of the European Economic Area (EEA) have additional rights afforded to them under the EU General Data Protection Regulation (GDPR).

#### **14.1 Making a Request in Relation to Your Personal Information**

The GDPR gives EEA consumers various rights with respect to the personal information we collect, including the right to (subject to certain limitations):

- Request copies of your Personal Information;
- Request that we correct any information you believe is inaccurate. You also have the right to request us to complete information you believe is incomplete;
- Request erasure of your Personal Information that we have collected, under certain conditions;
- Request that we restrict the processing of your Personal Information under certain conditions;
- Object to processing of your Personal Information under certain conditions;
- Request that we transfer the data we have collected to another organization, or directly to you, under certain conditions; and
- Withdraw consent at any time where we are relying on consent to process your Personal Information.

You will not have to pay a fee to access your Personal Information or to exercise any of the other rights. However, we may charge a reasonable fee if your request is clearly unfounded, repetitive, or excessive. Please note that where we act as a data processor on behalf of our users, you will be required to contact the data controller directly to exercise your rights.

Should you wish to report a complaint or if you feel that we have not addressed your concern in a satisfactory manner, you may contact your local Data Protection Authority about our collection and use of your Personal Information.

#### **14.2 Controller's Details**

For the purposes of the GDPR FamTickets is the controller of your Personal Information and can be contacted at [support@famtickets.com](mailto:support@famtickets.com).

In certain circumstances, we process Personal Information as a processor on behalf of an Organization. In these cases, it is the Organization that is responsible for the controlling of your Personal Information. If you have any questions or concerns about how your Personal Information is handled by an Organization, you should contact the relevant Organization and refer to their separate privacy policies.

#### **14.3 Legal Basis for Processing**

We need a lawful basis to collect, use and disclose your Personal Information as a controller. Our lawful basis will depend on the information concerned and the context in which it is processed. Generally, we rely on the following lawful basis for processing Personal Data: contractual necessity, consent, compliance with the law, and legitimate interest.

### **Contact Information**

If you have any questions or complaints about this Privacy Policy or our handling of your Personal Information, please contact us at [support@famtickets.com](mailto:support@famtickets.com).