

Privacy Policy

This privacy policy sets out how PrioTicket B.V. (hereinafter: "PrioTicket") processes and protects your personal data.

PrioTicket B.V. is a private corporation under the laws of the Netherlands, based in Amsterdam and with its office at the address Prins Hendrikkade 21 (1012 TL) Amsterdam.

You can contact us via email support@prioticket.com and by phone +31(0)88 000 8830.

Your data is collected by PrioTicket through your use of the website and by you creating a user account and providing this data. PrioTicket understands the importance of privacy protection and it is committed to safeguarding the privacy of our website visitors and our customers. PrioTicket may change this policy from time to time by updating this page.

Data we collect

- Information about your computer and about your visits to and use of this website including IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views and website navigation paths;
- Information that you provide to us when registering with our website including your email address, gender, age, payment details ;
- information that you provide to us for the purpose of subscribing to our email notifications and/or newsletters including your name and email address;
- information relating to any purchases you make of our services or any other transactions that you enter into through our website including your name, address, telephone number, email address and payment and credit card details;
- information contained in or relating to any communication that you send to us or send through our website including the communication content and metadata associated with the communication; and
- any other personal information that you choose to provide us;

Why we collect data?

PrioTicket processes your personal data with the following purposes:

- administer our website and business;
- personalise our website for you;
- enable your use of the services available on our website;
- provide you with our services and the services of third party suppliers of your choosing;
- send statements, invoices and payment reminders to you, and collect payments from you;
- send you non-marketing commercial communications;
- send you email notifications that you have specifically requested;
- send you our email newsletter, if you have requested it;

- send you marketing communications relating to our business [or the businesses of carefully-selected third parties which we think may be of interest to you, by email or similar technology;
- provide third parties with statistical information about our users but those third parties will not be able to identify any individual user from that information;
- deal with enquiries and complaints made by or about you relating to our website;
- keep our website secure and prevent fraud; and
- verify compliance with the terms and conditions governing the use of our website including monitoring private messages sent through our website private messaging service.

All our website financial transactions are handled through our payment services provider Adyen. You can review the payment provider's privacy policy at <https://www.adyen.com/policies-and-disclaimer/privacy-policy>. We will share information with our payment services provider only to the extent necessary for the purposes of processing payments you make via our website, refunding such payments and dealing with complaints and queries relating to such payments and refunds.

Disclosing personal data

We may disclose your personal data only and insofar as reasonably necessary for the services requested and the further mentioned purposes set out in this privacy policy.

We may disclose your personal information:

- to the extent that we are required to do so by law;
- in connection with any ongoing or prospective legal proceedings;
- in order to establish, exercise or defend our legal rights including providing information to others for the purposes of fraud prevention and reducing credit risk;
- to the purchaser or prospective purchaser of any business or asset that we are selling; and
- to any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal information.

International Data Transfers

Information that we collect may be processed in any of the countries in which we operate in order to enable us to use the information in accordance with this policy. Personal information that you publish on our website or submit for publication on our website may be available, via the internet, around the world. We cannot prevent the use or misuse of such information by others.

Retaining Personal Information

Personal information that we process for any purpose mentioned in this policy shall not be kept for longer than is necessary for that purpose.

Notwithstanding we will retain personal data:

- to the extent that we are required to do so by law;
- if we believe that the documents may be relevant to any ongoing or prospective legal proceedings; and
- in order to establish, exercise or defend our legal rights including providing information to others for the purposes of fraud prevention and reducing credit risk.

Security of Personal Information

We will take reasonable technical and organisational precautions to secure your personal data. We cannot guarantee the security at all times. Also, you are responsible for keeping your account credentials safe.

Your Rights

You have the right to see, correct or delete the personal data we hold about you. You can do this via your account settings. Your privacy settings can be used to limit the publication of your information on our website, and can be adjusted using privacy controls on the website. In case you have any problems or questions regarding your personal data, please do not hesitate to contact us via support@prioticket.com in order to contact us and/or our Data Protection Officer.

Please be advised that under certain jurisdictions, such as within the EU Countries, you may have a right to complain to a supervisory authority with regard to the processing of personal data.

Cookies

PrioTicket uses functional, analytical and tracking cookies. A cookie is a file containing an identifier a string of letters and numbers that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

PrioTicket uses cookies to collect data such as IP address, page visits, clicks and other data provided by your web browser in order to use for statistical purposes and for optimizing our website. Furthermore PrioTicket uses Google Analytics. For further information please read the [Google Privacy Policy](#) and [Google Analytics Privacy Policy](#) at <https://www.google.com/intl/en-GB/policies/privacy/>.

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