



TIXY Privacy Policy

Thank you for using Tixy, a mobile ticketing and marketing platform application developed by Tixy Limited. ("We," "Us," or "Our"). This Privacy Policy is provided to help you understand how we may collect, use, protect, and otherwise deal with your personal information when you use our ticket platform services (our "**Services**").

You acknowledge that by providing your personal information to Tixy Ltd, you consent to the processing of your data in accordance with this Privacy Policy.

1. Information that we collect

We may collect and use the following types of personal information about you when you communicate or transact business with us:

- Contact information such as name, address, email address and telephone number;
- Social media profile information such as first and last name, email address, user identifier, profile picture, user geolocation, user IP address and profile URL;
- Demographic information such as age range, marital status, gender;
- Payment card information and billing address; and/or;
- Information about your device such as device type/model, operating platform, time zone, user's language, carrier name and geography, IP address, cookie identifiers, device identifiers; and how you use our Services such as user app session information, your preferences, your transaction history.

2. How We Use Your Information

We may use your personal information to:

a) Personal Information:

- Provide and improve our services;
- Respond to your inquiries or requests;
- Subscribe to our newsletter, in accordance with our Terms of Use;
- Communicate with you about updates, news, and promotional materials;
- Personalize your experience within the website and/or app; or
- Enforce our Terms of Service.

We may use non-personal information for statistical purposes, to:

b) Usage Information:

- Enhance the user experience of our App;
- Carry out marketing analysis to tailor the services to your preferences and interests;
- Market our products and services; and
- Assess the performance of our products and services and to understand how our customers use them.

3. Legal basis for using your information

We will only use your personal data where we have a legal ground to do so. In every case, the legal ground will be one of the following:

- Where you give us your consent (which can be withdrawn at any time by contacting us via our contact details);
- For our legitimate business interest, so that we can run an efficient and effective business;
- For the performance of our contract with you – that is to provide you with the products and services you have requested, bought or subscribed to; or
- To comply with our legal and regulatory obligations, including for example tax and accounting requirements, financial or telecommunications regulations.

4. Information Sharing

- a) Service Providers: We may engage third-party service providers to assist us in providing and improving our services. These service providers may have access to your personal information only to perform tasks on our behalf and are obligated not to disclose or use it for any other purpose.
- b) Third Parties Organisers: We may collect your personal data for use by Tixy and third-party Organisers, and may share your information with an Organiser where relevant. If you no longer wish Tixy to retain your personal data, please contact us and we will remove it. For any data shared with an organiser, you must contact the organiser directly to request its removal. If you choose to opt out from Tixy storing your data, we will delete and suppress your data within our systems. Third-party organisers must be contacted directly if you registered for their event.
- c) Legal Requirements: We may disclose your information if required to do so by law or in response to valid legal requests, such as court orders, government investigations, or to protect our rights, property, or safety.
- d) Business Transfers: In the event of a merger, acquisition, or sale of all or a portion of our assets, your information may be transferred or disclosed as part of the transaction. We will notify you via email or prominent notice within the app of any change in ownership or the use of your personal information.

5. Your data protection rights

You can do any of the following at any time by contacting us:

- Request to see a copy of the information we have about you;
- Request to update any incorrect or inaccurate information we have about you;
- Restrict or object to us processing your information in certain circumstances;

- Have us delete any information we have about you in certain circumstances;
- Express any concerns you have about our use of your information;
- Opt-out of marketing messages – which can be done by clicking the ‘unsubscribe’ link at the end of any marketing email, or disable push notifications, or change your preferences within your device settings; and
- Opt-out of automated profiling e.g. online behaviour analytics.

6. Data Security

We implement reasonable security measures to protect the confidentiality and integrity of your personal information. These include physical, electronic, and procedural safeguards to protect information we process and maintain. Please be advised however that no method of transmission or storage can guarantee absolute security or safeguard against every potential security breaches.

7. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal obligations. We will notify you of any material changes by posting the updated Privacy Policy within the website and/or App or by other means of communication. Your continued use of the app after such modifications will constitute your acknowledgment of the updated Privacy Policy.

8. Privacy Support & Inquiries

If you have concerns or questions regarding this Privacy Policy or if you wish to update your personal information or stop the collection of your personal information, please contact us at info@teamtixy.com.