

Ticketer Portal Privacy Policy

Registered Office: Marlborough House, Charnham Lane, Hungerford, Berkshire, RG17 0EY
Company Reg. No.: 7011600 VAT Reg. No.: 977 2560 80



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1 Introduction

Ticketer (“Ticketer” or “we”) is strongly committed to safeguarding the privacy of the personal information that we hold concerning our customers or potential customers (“your Company”) and their employees (“you”) for the management and the day-to-day running of our ticketing business.

As a user of Ticketer’s Portal you understand and acknowledge that we use and disclose your personal information in accordance with this Privacy Policy (this “Policy”).

2 Controllers of Personal Information

Any personal information provided to Ticketer is controlled by our customers (your Company). Ticketer acts as data processor on behalf of our customers (the data controllers).

3 Types of personal information we process

The term “personal information” in this Policy refers to information that does, or is capable of, identifying you as an individual. The types of personal information that we process include:

Driver information:

- First name;
- Last name;
- Unique employee ID;
- Geographical location.

User information:

- First name;
- Last name;
- email address;
- IP address.

Much of the personal information we process is information that you knowingly provided to your employer who in turn has provided the information to us. However, in other instances, we process personal information that we are able to infer about you based on other information you provide to us or during our interactions with you.

The nature of our portal means that you may also load personal data into our systems.

4 Personal Information on the Ticketer Portal

The Ticketer Portal is where you manage the information about your company. After initial set-up during transition to live, your company is able to manage the personal information held within the portal itself. Therefore:

- You and your company are responsible for the personal data that you enter into the portal;
- You are responsible for your passwords and we recommend that you keep them safe and secure and do not share them with others;
- Your data will be processed based on the processing terms and conditions your company has with us, which includes any transfers to agreed third-parties;
- Ticketer reserves the right to record, log and monitor activities on Portal;
- Do not share any personal data or your passwords with our teams in unsecured ways – encrypt any data you need to share prior to sending via email.

5 How we use Personal Information

Ticketer uses and discloses personal information in order to provide our services to your organisation in line with our agreed services agreement (including sharing information with other third-parties as defined within the services agreement).

Ticketer may retain certain personal information of customer's employees after their employment ends for any residual aspects of the purposes set out above. Ticketer may also retain certain information of our customers after the termination of our contract with them. In this case all data will be anonymised and as such will no longer be classed as personally identifiable data. Ticketer will only retain personal information for as long as it is necessary and, in all cases, for no longer than permitted by applicable law.

6 Disclosures of Your Personal Information

6.1 Service Providers and Suppliers

Like many businesses, we outsource the processing of certain functions and/or information to third-parties. When we do outsource the processing of your personal information to third-parties or provide your personal information to third-party service providers, we oblige those third-parties to protect your personal information in accordance with the terms and conditions of this Policy, and with appropriate security measures. They have the access to the personal information needed to perform their functions, but they may not use it for any other purposes.

6.2 Legal Requirements

We reserve the right to disclose any personal information we have concerning you if we are compelled to do so by a court of law or requested to do so by a governmental entity or, if we determine it is necessary or desirable to comply with the law or to protect or defend our rights or property in accordance with applicable laws.

7 How we protect your personal data

We take the security of all the data we hold very seriously, and we seek to protect the safety of all your personal information by implementing appropriate technical and organisational measures. Where we use third-parties to process personal information, we require them to ensure the safety of your information.

We have a framework of policies, procedures and training in place covering data protection, confidentiality and security and regularly review the appropriateness of the measures we have in place to keep the data we hold secure.

Your privacy is extremely important to us. We're committed to protecting any personal information you've given us, and we comply with all relevant data protection laws. This means that:

- We will protect your privacy at all times; and
- We will never sell your personal information.

8 Updating or accessing your personal information

By law, you have certain rights over your personal data and your Company (the data controller) is responsible for fulfilling these rights. These include the right to access your data, the right to erase your data if you believe your company no longer has a right to process it, the right to amend your personal data if it is incomplete or incorrect, the right to restrict the processing of your personal data if you contest its accuracy and the right to obtain your personal data for use in other services (known as the 'right to portability'). If you wish to exercise any of these rights, please follow the instructions provided to you within your own Company's Privacy Policy or contact the Data Protection Officer (or equivalent) within your Company.

9 Cookies

The Ticketer Portal uses cookies to distinguish you from other users. This helps us to provide you with a good experience when you browse the portal and also allows us to make improvements. Please see our Cookie Policy for further information.

10 Complaints

We hope that you won't ever need to, but if you do want to complain about our use of personal data, please send an email with the details of your complaint to dataprotection@ticketer.co.uk. We will investigate your complaint and will respond to any complaints we receive.

You also have the right to lodge a complaint with the Information Commissioner's Office ("ICO") (the UK data protection regulator). For further information on your rights and how to complain to the ICO, please refer to the [ICO website](#).

11 Changes to this privacy policy

We recognise that transparency is an on-going responsibility, so we will keep this privacy statement under regular review.

12 Contact Details

The data controller of your personal data is your Company, Ticketer is the data processor of the data.

If you have any questions about this Privacy Policy or the data we hold about you, please do not hesitate to contact us at:

Data Protection Officer
Ticketer,
Marlborough House,
Charnham Lane,
Hungerford,
Berkshire,
England,
RG17 0EY

Email: dataprotection@ticketer.co.uk
Phone: 0203 195 8800