

This Privacy Policy governs the manner in which IntoParty B.V. collects, uses, maintains and discloses information collected from users (each, a "User") of the <https://www.chipta.com/> website ("Site"). This privacy policy applies to the Site and all products and services offered by IntoParty B.V. (Chipta).

This privacy policy follows GDPR and PCI guidelines.

Personal identification information

We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, register on the site, place an order, fill out a form, and in connection with other activities, services, features or resources we make available on our Site. Users may be asked for, as appropriate, name, email address, mailing address, phone number. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personally identification information, except that it may prevent them from engaging in certain Site related activities. When visiting our Site to buy tickets for an event, all User information will be shared with the event organizers. The event organizers may have different privacy policies.

Personal information we collect to process payments

We collect minimal information to process payments:

- First name
- Last name
- Email address
- Password or Facebook Connect ID
- Tickets bought with corresponding barcodes
- Information shared by the payment service provider (IBAN, part of creditcard number, etc..)
- Information required for your refund (IBAN, account holder name)

By law we have to keep this information for 7 years. It is not possible to request to remove this information from our system before this time has passed.

Chipta is based in The Netherlands and your usage of our system falls under the Dutch law. The requirement to keep this data for 7 years comes from law books art. 2:10 and art. 3:15i BW, art. 52 Algemene Wet inzake de Rijksbelastingen ('AWr'), Dutch law. Please do not hesitate to let us know if you have questions about this.

Data collected for event organizer

Our system can, on behalf of the event organizer, ask you any type of question. We call these questions Survey Questions.

In a Survey Question we might ask you for permission to add you to the organizer's mailing list. We do not consider this permission personal information.

Survey Questions that collect information may be enabled by the event organizers. The data collected is, among other things:

- Address
- Postal code
- City
- Gender
- Birth date
- Phone number
- Company name
- Dietary requirements

Event organizers may collect other (personal) information through our system, our system supports Custom Survey Questions as well. By filling out the survey questions when buying a ticket you acknowledge Chipta and the organizer can use this information. Please refer to the event organizer's privacy policy to learn more about this.

We anonymize this information 6 months after the event took place. It is possible that the event organizer downloaded a copy of this information and has a different policy than us. Please refer to the event organizer's privacy policy to find out more.

Non-personal identification information

We may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include the browser name, the type of computer and technical information about Users means of connection to our Site, such as the operating system and the Internet service providers utilized and other similar information.

Web browser cookies

Our Site may use "cookies" to enhance User experience. User's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly.

How we use collected information

IntoParty B.V. may collect and use Users personal information for the following purposes:

- - *To improve our Site*
We may use feedback you provide to improve our products and services.
- - *To process payments*
We may use the information Users provide about themselves when placing an order only to provide service to that order. We do not share this information with outside parties except to the extent necessary to provide the service.
- - *On behalf of the event organizer*
The event organizer may use our system to gather different information about visitors. Example use of this information is to serve the visitor's needs better (dietary requirements), to make more targeted marketing efforts (location), to send a personalized invoice (company name). Please refer to the event organizer's privacy policy to find out the exact usage of the data we collect on behalf of the event organizer.
- - *To run a promotion, contest, survey or other Site feature*
To send Users information they agreed to receive about topics we think will be of interest to them.
- - *To send periodic emails*
We may use the email address to send User information and updates pertaining to their order. It may also be used to respond to their inquiries, questions, and/or other requests.

Data erasure right

We erase your personal data as soon as it is no longer needed by law or the event organizer. This means we erase all information 7 years after the event took place, and we anonymize personal information that we don't need to keep to process the payment only 6 months after the event took place.

You have the right to the erasure of your data, please send your request to service@chipta.com and we will erase your data as soon as we have verified your identity.

Please note: After your data has been anonymized we cannot erase it anymore as the link that identifies you to the data has been removed.

Data portability right

You have the right to receive a copy of all information we have stored about you. This includes data we have to store to keep records about our payment complete.

To request your data, please send your request to service@chipta.com and we will gather and send it as soon as we have verified your identity.

How we protect your information

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

Sensitive and private data exchange between the Site and its Users happens over a SSL secured communication channel and is encrypted and protected with digital signatures. Our Site is also in compliance with PCI and GDPR vulnerability standards in order to create as secure of an environment as possible for Users.

Sharing your personal information

We do not sell, trade, or rent Users personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our business partners, trusted affiliates and advertisers for the purposes outlined above.

Compliance with children's online privacy protection act

Protecting the privacy of the very young is especially important. For that reason, we never collect or maintain information at our Site from those we actually know are under 13, and no part of our website is structured to attract anyone under 13.

Changes to this privacy policy

IntoParty B.V. has the discretion to update this privacy policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

Your acceptance of these terms

By using this Site, you signify your acceptance of this policy and the Terms of Service. You can find an updated version of both documents on www.chipta.com/contact. Our terms of service are only available in Dutch. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

Contacting us

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this site, please contact us at:

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