

EXTERNAL PRIVACY AND COOKIE POLICY

1 Introduction

- 1.1 This External Privacy and Cookie policy (“**Policy**”) is used by Eventix B.V. (“**Eventix**”), with statutory seat in Eindhoven, with office in (5611 EE) Eindhoven on Jan van Lieshoutstraat 23, registered in the trade register of the Chamber of Commerce under registration number 64925536. Eventix can be reached on info@eventix.nl.
- 1.2 This Policy consists out of two sections:

Section A: the processing of Personal data, and
Section B: the use of Cookies.
- 1.3 Section A is intended to explain why and how data that identifies or could identify natural people (“**Personal data**”) is processed by Eventix by means of, for example, the ticket service platform (“**Platform**”). Unless indicated otherwise, Eventix is the ‘controller’ as referred to in the General Data Protection Regulation (“**GDPR**”) for the processing of Personal data as further explained in this Policy.
- 1.4 Section B is intended to inform you about the use of cookies and similar technologies on the Websites; eventix.nl, eventix.be, eventix.de, eventix.io, eventix.es, eventix.ie, eventix.uk, eventix.ch, eventix.asia, eventix.gr, eventix.pt, eventix.hk, eventix.lt, eventix.mx, eventix.tw, eventix.co.za, eventix.dk, eventix.shop or ‘eventix’ followed by any other top-level domain and openticket.tech (hereinafter: “**Website**”) as maintained by Eventix.

2 Section A Privacy of Personal data

- 2.1 Eventix may process Personal data from you in the following situations:
 - 2.1.1 You are user of the Platform, for example by buying an (e)Ticket from the organiser of an event (“**Organiser**”) via the Eventix Platform;
 - 2.1.2 You are a prospect of Eventix;
 - 2.1.3 You are a client of Eventix (Organiser);
 - 2.1.4 You are a supplier of products and services to Eventix;
 - 2.1.5 You are a job applicant or you work for Eventix otherwise.
- 2.2 The Personal data that Eventix may process includes:
 - 2.2.1 Your first and last name;
 - 2.2.2 Your contact details;

- 2.2.3 Your address details;
 - 2.2.4 Your gender;
 - 2.2.5 Your date of birth/age;
 - 2.2.6 Your email address;
 - 2.2.7 Your bank account number;
 - 2.2.8 Further Personal data, depending on the nature of the relationship that Eventix has with you.
- 2.3 In addition to this Personal data it is possible that you provide further Personal data to us when you contact us. This concerns the following categories of Personal data:
- 2.3.1 The Personal data that you provide to Eventix during the course of the services that we perform for you, such as but not limited to the (special) Personal data that is required to further identify you.
 - 2.3.2 The Personal data that Eventix obtains when you use our Website, when you contact us or communicate with us otherwise, whether or not on behalf of a company.
- 2.4 When you purchase an (e)Ticket via the Platform, you may be requested to personalise the (e)Tickets you purchased, including (e)Tickets you purchased for others. Please be informed that Eventix is not the data controller with regards to the processing of this Personal data. As the Organiser of the event determines how the (e)Ticket may be personalised and therefore determines the purposes and the means of such processing, the Organiser qualifies as the data controller. We therefore recommend viewing the privacy notice of the Organiser to receive more information on the processing of your Personal data in this regard.
- 3 Sources**
- 3.1 In principle the user of the Platform provides Personal data to Eventix via the Platform. An Organiser can also forward Personal data to Eventix, which means that Eventix does not receive this Personal data directly from you. Eventix obtains Personal data directly from you if:
- 3.1.1 You use the Platform;
 - 3.1.2 You purchase an (e)Ticket from an Organiser via the Platform;
 - 3.1.3 You apply for a job at Eventix;
 - 3.1.4 If you complete the contact form on our Website to receive the newsletter.

4 Lawful basis of the processing

4.1 Eventix is an individual data controller and determines the purpose and means for the processing of Personal data, unless this Policy indicates otherwise. Eventix bases the processing of your Personal data on one of the following lawful bases:

4.1.1 The processing is necessary to represent the legitimate interests of Eventix or a third party, such as the interest of Eventix to analyse the use of its Platform and to create (pseudonymized) statistics of the purchasing of (e)Tickets for events, except when the interests or fundamental rights and freedoms of you that require protection of Personal data outweigh those interests, especially when the data subject is a child;

4.1.2 Insofar necessary, your consent will be requested for the processing of your Personal data.

5 Purposes

5.1 As a controller Eventix determines the purposes and means for processing. The purposes of Eventix for processing Personal data are:

5.1.1 To enable Eventix to analyze the usage of its Platform and to make the purchasing of (e)Tickets easier for you;

5.1.2 To enable Eventix to recruit new employees;

5.1.3 To enable Eventix to identify you;

5.1.4 To enable Eventix to offer a Platform to users via an Account.

5.2 If Personal data is not provided, Eventix may not be able to perform its services or obligations as intended.

6 Retention

6.1 Eventix retains the collected Personal data no longer than is required for the purpose for which this Personal data originally is collected. In addition, Eventix may be required under statutory law to retain Personal data for a period of seven years. Eventix will not retain Personal data for a longer period of time, unless Eventix has a legal obligation to do so.

7 Recipients and transfer

7.1 Eventix transfers Personal data to third parties, so-called 'recipients', if this is necessary for realising the purposes that are determined by the controller and included in this Policy. The (categories of) recipients of Personal data are:

- 7.1.1 Our suppliers, including but not limited to, for example, Cloud hosting parties, CRM services, payment services, e-mail services and analytics services;
- 7.1.2 Our business relations such as clients, customers and contractors, for the execution of an agreement with Eventix or in the context of our normal business operations with you;
- 7.1.3 Our auditors, legal advisors, accountants and other consultants;
- 7.1.4 With respect to our Website: providers of tool to analyse the use of our Website, all this under the conditions as included in our cookie policy (see below);
- 7.1.5 Governmental bodies, courts, supervisory authorities, law enforcement or intelligence agencies, if we have a legal obligation to provide them with personal data;
- 7.1.6 Possible other recipients with whom you explicitly or implicitly agree in the performance of the services of Eventix for you or the company you work for.

8 Possible recipients and transfers

- 8.1 In addition to the recipients referred to in article 7, it is possible that Eventix will disclose Personal data or give access thereto in the following cases, whereby this will be announced by Eventix:
 - 8.1.1 If Eventix is involved in a purchase or sale, in which case Personal data might be provided to the potential buyer and the Personal data will be provided under this Policy;
 - 8.1.2 If Eventix must provide Personal data due to a legal obligation, or to execute the Policy, the general terms and conditions or the agreement with you, to assure the rights, properties and freedoms of Eventix or its customers or others, Eventix will also do this.

9 International transfer

- 9.1 The third parties accessing your data might be located outside the European Economic Area (EEA). When transferring data for which we are responsible to countries outside of the EEA (so-called 'third countries'), we ensure 'appropriate safeguards'. More specifically, we contractually bind recipients of personal data to protect your data using the Standard Contractual Clauses (SCC's) as approved by the European Commission. We will assess in advance (where necessary, with the help of the recipients in third countries) on a case-by-case basis if the law or practice of the third country diminishes the effectiveness of the SCC's. In those cases, we will implement supplementary measures that fill the gaps in the protection and bring it up to the level required by EU law.

10 Security

- 10.1 The security of Personal data is very important to Eventix and has therefore taken appropriate measures and securities. These measures comply with the requirements of the GDPR in this respect.

11 Rights

- 11.1 You have the following rights, depending on the situation and subject to conditions;
- 11.1.1 The right to request the controller to provide access to the Personal data;
 - 11.1.2 The right to request the controller to rectify the Personal data;
 - 11.1.3 The right to request the controller to remove the Personal data;
 - 11.1.4 The right to request the controller whether the processing can be restricted;
 - 11.1.5 The right to object against the processing by the controller;
 - 11.1.6 The right of the data subject to data portability;
 - 11.1.7 Where the processing is based on permission: the right to withdraw this permission at any time, without prejudice to the lawfulness of the processing before this withdrawal;
 - 11.1.8 The right to submit a complaint to the supervisory authority.
- 11.2 To exercise these rights it is possible that Eventix will request specific additional information. This additional information is only processed for the purpose of exercising the referred to rights.

12 Questions

- 12.1 For questions about the processing of Personal data by Eventix and for requests regarding your Personal data you can contact Eventix via the details as referred to in article 1.1 of this Policy.

13 Section B the use of Cookies and permission

- 13.1 Cookies are small data packages that are sent to your browser and are stored on the device that you use to visit different locations on the internet. Eventix uses such cookies to ensure that the Website can be used as intended by Eventix. The cookies that are used, for example, ensure that contact details do not suddenly disappear. Other cookies make it possible to analyse the use of the Website fully anonymously, to give feedback, to be able to share messages on social media and to be able to show relevant adverts on third-party Websites.
- 13.2 When you first visit the Website, you are requested to agree with the use of cookies that Eventix uses via the Website. If you wish to withdraw your permission you can let us know or remove the placed cookies via the settings of your browser and cancel the use of the Website.

14 Purposes

- 14.1 Eventix uses cookies on the website, with as purpose:
- 14.1.1 To assure an optimal Website;

- 14.1.2 To develop and improve the Website;
- 14.1.3 To store preferences such as language, locations, orders etc.;
- 14.1.4 To make it possible to contact Eventix via the Website;
- 14.1.5 To analyse the use of the Website;
- 14.1.6 To create statistics about the use of the Website;

15 Which cookies are used

15.1 Below you can see an overview of the cookies that are placed, what they do and how long they are active.

15.2 *Cookies that ensure that the Website functions properly*

These cookies are used to ensure that the Website functions properly. For example, cookies are placed that ensure that your contact details are remembered while you continue on the Website.

Eventix uses the following cookies:

Placed by	Name cookie	What does the cookie do	How long for
Queue-it	Queue-it,QueueITAccepted-SDFrts345E-V3_vangnet,Queue-it-63dbb3d9-7a73-4ff2-8336e5521eca8eef,Queue-itae28871d-9b5b-4ff8-89e5ca913ddad724,Queue-itb708e071-bc64-4c47b88c-9f4ff7d7f7b2	When it is very busy you are placed in the queue. Decides with the use of these cookies.	1 year
Google	_gat_UA-60030661-1 _gat_UA-45748084-6	Google Tag manager container cookie. This cookie makes it possible to add functionality or tracking.	session

15.3 *Cookies that we use to measure the Website*

It is important for Eventix to know which parts of the Website are viewed the most. Eventix does this by using third-party software. With this software we view, for example, the number of

visitors. Subsequently statistics are created from this information that inform Eventix how the Website is used. It is not possible to trace the statistics back to natural persons.

Eventix uses the following cookies:

Placed by	Name cookie	What does the cookie do	How long for
Google Analytics	_ga	Cookies that start with _gid originate from Google Analytics and are used to keep track of visitor statistics.	2 years
Google Analytics	_gid	Cookies that start with _gid originate from Google Analytics and are used to keep track of visitor statistics.	24 hours

15.4 Cookies to share the content of our Website via social media

It is possible to share certain parts of the Website with others on social media via the buttons on our Website. To enable this, third-party cookies are used, so this third party recognises you when you want to share something. Via the placed cookies third parties can collect Personal data about you. More information about this collection and processing can be found in the privacy statements of these third parties. Please note that these statements may be changed regularly.

Eventix uses these cookies for:

Placed by	Name cookie	What does the cookie do	How long for
Facebook	c_user,datr,fr,pl,sb,xs,presence,wd,act	If a visitor is logged in on Facebook, Facebook can place cookies on his/her pc via the website that are required to remember the login details.	90 days

Google	Id,IDE	These cookies are from Google DoubleClick and are used to show personalised adverts that are based on previous visits to our Website.	1 year, 1 month
Google	APISID, NID, SID, 1P_JAR,UULE,CONSENT,DV	These cookies are used by Google to show adjusted adverts on Google sites based on recent searches and previous interactions.	1 month - 6 months

We refer to the following third parties for the relevant privacy statements:

- [Google](#)
- [Facebook](#)

15.5 Other cookies

It could be possible that Eventix not always has insight into the cookies that are placed by third parties via the Website. An example is the use of *embedded* elements on the Website. These are texts, images or videos that are not stored at Eventix or in the Website but are indeed shown via the Website. If you come across cookies on the Website that fall into this category and we have not mentioned these above, please let us know. Or directly contact the third party and ask them which cookies they place, what their reasons are for this, how long the cookies are active and how your privacy is secured.

16 Browser settings

16.1 If you do not agree with the placing of cookies on your device and/or computer, you can adjust your browser settings so you receive a warning before cookies are placed. You can adjust these settings so that the browser refuses all cookies, or just the third-party cookies. It is also possible to remove cookies that have already been placed. Please note: You must adjust the settings separately for each browser and each device that you use.

16.2 It is important that you realise that if you do not allow any cookies, we can no longer guarantee that the Website functions optimally. It is possible that some functions will be lost or that a part is no longer visible. Refusing cookies does not mean that you will no longer see any adverts, you will then no longer see personalised adverts.

16.3 More information about the settings of your browser can be found via the help function of your browser.

16.4 Below hyperlinks are included to pages about cookies for the most commonly used browsers.

- [Mozilla Firefox](#)
- [Google Chrome](#)
- [Internet Explorer](#)
- [Safari](#)

16.5 Would you like to deactivate cookies of specific parties, go to [Your Online Choices](#).

17 Adjustments

17.1 This Policy must be adjusted now and again, because there are changes in the Website or the rules regarding cookies. Eventix reserves the right to adjust this Policy without prior warning. This page will always contain the most recent version of the Policy.

18 Questions

18.1 For questions about cookies on peripherals by Eventix, please contact Eventix via the details referred to in article 1.1 of this Policy.