

# Privacy policy

This privacy policy applies to this website (<https://ticketless.ai>) and all services owned and operated by Ticketless Holding B.V. and its affiliates ("Ticketless", "We", "Our", "Us"). This privacy policy describes what data is collected by Ticketless and why, what are the data subject rights guaranteed by Ticketless, and how Ticketless ensures data security.

## Information Collection and Use

By subscribing to our services, we collect personal information from you such as your contact information, which may include but not limited to, your name and email address. We use this information to send you requested product or service information, contact you, respond to your customer service requests, administer your account and send you marketing communications.

By giving your consent to us, you also retain the right to have your personal data rectified, to be forgotten and/or to be erased.

## Information Collected for our Clients

Ticketless collects information under the direction of its Clients and has no direct relationship with the individuals whose personal data it processes. Your data may be collected through the software for Customer Service used by our Client (for example, Zendesk, Helpdesk, Desk.com), after the Client expressed explicit consent in a contractual agreement with Ticketless. This data is used solely by Ticketless to provide the services that the Client purchased.

We may transfer personal information to companies that help us provide our service. Transfers to subsequent third parties are covered by the Master Subscription Agreement for Ticketless Services.

Ticketless does not sell or rent your personal data to third parties for marketing purposes whatsoever.

## Your data protection rights

In accordance with the Dutch Data Protection Laws and the European General Data Protection Regulation 2016/679 (GDPR) you have a right of access, correction and removal of your personal data which you may exercise by sending us a support ticket directly on the support chat (either on the website or on the app) or, by sending an email at [contact@ticketless.support](mailto:contact@ticketless.support).

If you are a Customer or an Employee of one of our Clients and would like to exercise some of your data subject rights (Access, Rectification, Erasure, Restriction, Objection, Portability), you should direct your query to Ticketless' Client (the data controller). If requested to remove data, we will respond within 30 days. We may transfer personal information to companies that help us provide our service. Transfers to subsequent third parties are covered by the Master Subscription Agreement for Ticketless Services.

Ticketless does not sell or rent your personal data to third parties for marketing purposes whatsoever.

## Data Processing Agreement

The GDPR makes a distinction between being a controller, which means you control what happens with personal data and being a processor. A data processor processes all of the data that you control. The SendCloud service is a data processor, you as a client have control over what happens with the data and where to send it to.

## Cookies and other Tracking Technologies

Cookies and similar technologies are used by Ticketless and our partners, affiliates, or analytics or service providers. These technologies are used in analyzing trends, administering the site, tracking users' movements around the site and to gather demographic information about our user base as a whole.

We use cookies for your online experience, to remember users' settings (e.g. hide pop-ups), for authentication. Users can control the use of cookies at the individual browser level. If you reject cookies, you may still use our site, but your ability to use some features or areas of our site may be limited.

By default, cookies are not installed automatically (with the exception of those cookies needed to run the site and Ticketless' services, and you are informed of their installation). In accordance with the regulations that apply, Ticketless will require your authorisation before implanting any other kind of cookie on your hard drive. To avoid being bothered by these routine requests for authorisation and to enjoy uninterrupted browsing, you can configure your computer to accept Ticketless cookies or we are able to remember your refusal or acceptance of certain cookies. By default, browsers accept all cookies.

As is true of most websites, we gather certain information automatically and store it in log files. This information includes browser type, referring/exit pages, operating system, and clickstream data. We do not collect internet protocol (IP) addresses.

## Service Providers

We may employ third party companies and individuals to facilitate our Service ("Service Providers"), to provide the Service on our behalf, to perform Service-related services or to assist us in analyzing how our Service is used. These have access to your Personal Data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

## Use of Intercom Services

We use third-party analytics services to help understand your usage of our services. In particular, we provide a limited amount of your information (such as sign-up date and some personal information like your email address) to Intercom, Inc. ("Intercom") and utilize Intercom to collect data for analytics purposes when you visit our website or use our product. As a data processor acting on our behalf, Intercom analyzes your use of our website and/or product and tracks our relationship by way of cookies and similar technologies so that we can improve our service to you. For more information on Intercom's use of cookies, please visit <https://www.intercom.com/terms-and-policies#cookie-policy>. We may also use Intercom as a medium for communications, either through email, or through messages within our product(s). The Intercom Messenger Apps and Apps in Inbox products may also provide you with access to other third party applications such as Stripe. You should consult these third parties' privacy notices for further information on their use of your personal data. As part of our service agreements, Intercom collects publicly available contact and social information related to you, such as your email address, gender, company, job title, photos, website URLs, social network handles and physical addresses, to enhance your user experience. For more information on the privacy practices of Intercom, please visit <https://www.intercom.com/terms-and-policies#privacy>. Intercom's services are governed by Intercom's terms of use which can be found at <https://www.intercom.com/terms-and-policies#terms>. If you would like to opt out of having this information collected by or submitted to Intercom, please contact us.

## Security

Ticketless is committed to the highest security standards, and conducts regular testing, both manually and automatically, to ensure that these standards are applied rigorously.

The whole backend infrastructure of Ticketless is hosted by Google Cloud Platform (GCP).

Customer data is transmitted between Ticketless and our Client's software for Customer Service/Engagement/Feedback through encrypted HTTPS only, via REST APIs. The data is also encrypted at rest, using the industry-standard AES-256 algorithm. Data access is limited to selected Ticketless' employees and selected Service Providers and is regulated by industry-standard protocols.

At any time, the Customer can require to erase all Customer Data from Ticketless storage drives. Destruction of storage media is conducted by GCO. GCP uses the techniques detailed in DoD 5220.22-M ("National Industrial Security Program Operating Manual") or NIST 800-88 ("Guidelines for Media Sanitization") to destroy data as part of the decommissioning process. Detailed information can be found under <https://cloud.google.com/security/deletion/>. All decommissioned magnetic storage devices are degaussed and physically destroyed in accordance with industry-standard practices.

If you have more questions about security, please contact us via [contact@ticketless.support](mailto:contact@ticketless.support)

## Data Subject Rights

Ticketless acknowledges that you have the right to access your personal information. Ticketless has no direct relationship with the individuals whose personal data it processes. An individual who seeks access, or who seeks to correct, amend, or delete data should direct his query to Ticketless' Client (the data controller). If requested to remove data, we will respond within 30 days.

Additionally, you may contact our Data Protection Officer at [dpo@ticketless.ai](mailto:dpo@ticketless.ai) if you would like assistance with any of the aforementioned rights.

Ticketless collects your personal data for the requirements of carrying out its contractual obligations as well as information about how and when you use our services and we retain this data in active databases, log files or other types of files so long as you use our services.

Ticketless only stores your data for the time needed to provide to you our services, and in no event no longer than 3 months after closing your account (unless otherwise required by law). You are able to access your personal data for as long as you hold an active account with us and for a period that varies depending on the type of data concerned. Other data may be deleted at any time during active use of your account in accordance with the provisions set forth above.

## Location of Data Storage and Transfers

The host servers on which Ticketless processes and stores its databases are located exclusively within the European Union.

Ticketless will inform you immediately, to the extent we are legally authorised to do so, in case of any application or order originating from an administrative or judicial authority relating to your personal data.

## Testimonials

Ticketless may publish a list of Customers & Testimonials on its site with information on our customers' names and job titles. Ticketless undertakes to obtain the authorisation of every customer before publishing any testimonials on its website. If you wish to be removed from this list, you can send us an email to [contact@ticketless.support](mailto:contact@ticketless.support) and we will delete your information promptly.

## Changes to this Privacy Policy

We may update this privacy policy to reflect changes to our information practices. We encourage you to periodically review this page for the latest information on our privacy practices.

## How to Contact us

The data controller responsible for your personal information for the purposes of the applicable European Union data protection law is:

Ticketless Operations B.V.,  
ATTN : Data Protection Officer,  
Singel 542,  
1017 AZ Amsterdam,  
The Netherlands  
Email: [dpo@ticketless.ai](mailto:dpo@ticketless.ai)

If you have any questions about this Privacy Policy or our data collection practices, please contact us at the address or email listed above.