Privacy Statement

Effective 14 June 2021

This is a translation of "Privacyverklaring" (effective 14 June 2021). Only that version is legally binding and prevails if they differ.

At Hipsy we do everything we can to protect your privacy. This privacy statement provides information about the processing of personal data by Hipsy, a platform owned by Gruter Development, a company registered under Dutch law at Laan van Vollenhove 925, 3706EE, Zeist, under Chamber of Commerce (KvK) number 67958389, hereinafter **Hipsy**, **we** or **us**. We want you to feel safe when we collect or share your data, which is why we want you to know how we collect, use, share and store information about you, and which choices are available to you as a data subject.

This privacy statement is about how we handle the personal data of users of Hipsy (the **Privacy Statement**). It applies to the personal data of ticket providers and their employees as well as buyers. The Privacy Statement applies to the Hipsy website at www.hipsy.nl (the **Website**), as well as to the use of and access to our ticket sales services (the **Services**). Your use of our Website and services and any dispute about privacy is subject to this Privacy Statement and to the applicable terms and conditions for the use of our Services.

We reserve the right to change this Privacy Statement at any time. We will inform you of this in good time. This may be necessary in the case of new developments, activities or online services, or when the applicable legislation changes. We recommend that you check this Privacy Statement regularly so that you are aware of any changes.

1. Which personal data do we collect and why?

a. To provide you with the functionality of our website and for technical and functional management

From everyone who visits and uses our Website, we process technical data so that we can offer you all the functionality of our Website and so that the administrators of our Website can manage and improve its performance. We process your personal data so that you can save your details (or preferences) to configure your device. Finally, Hipsy also uses cookies on the Website so that you can retrieve information from our Website quickly and easily.

We process your personal data for this purpose on the basis of our legitimate interest. We do this to improve our overall marketing and communication efforts and to inform important stakeholders.

For this purpose we process all personal data that you have entered on our Website yourself, including your name, address, telephone number and email address. We also process the information generated by the functions described in the first paragraph, including your IP address and the internet browser you use.

We keep personal data collected for this purpose for a maximum of 2 years. After this period, we will permanently delete your personal data from our systems.

b. To allow you to contact us (e.g. on social media)

Hipsy maintains accounts on social media platforms. When you contact us through one of these platforms, we process your personal data to answer your questions, respond to messages or requests, and then contact you about campaigns we may run through these platforms from that moment on.

We process your personal data on the basis of a legitimate interest. Communication with (potential) customers is vital to our business. It can also improve our general marketing and communication efforts. Where possible, we also ask for consent.

We process the personal data you used to connect with us and chose to provide to Hipsy. This includes your (user) name, address, email address and any additional personal data you included in your message.

We do not keep this data collected through social media, unless it is needed to handle a question. In that case, we keep the data for 1 month after the question has been dealt with.

c. To answer your questions and handle complaints

If you contact us at our office, through a contact form or in any other way, we will use your personal data to answer your question or to handle a complaint.

We process your personal data on the basis of consent and legitimate interest. In this case, the legitimate interest is our intention to handle your complaints and questions carefully.

For this purpose we process your name, contact details, your correspondence with Hipsy about your question or complaint, and all other personal data needed to answer your question or handle your complaint.

We keep your personal data for as long as is needed to carry out your request or handle the complaint, plus a maximum of 1 month, after which the data is deleted from our systems.

d. To ensure the proper exercise of your rights set out in this Privacy Statement

As a result of the rights you have as an individual whose personal data we process, which can be found in Section 6 of this Privacy Statement, we process your personal data to carry out and manage your requests to us relating to these rights. For example, if you want to exercise your right to be forgotten, we need to record a minimal amount of data to make sure we no longer contact you.

The processing of this personal data is based on our legitimate interest. Our legitimate interest is that we intend to respect your choices, and so we want to make sure that if you exercise your right to be forgotten, we never contact you again for any purpose.

For this purpose we process contact details such as your address and email address and personal data such as your name.

Because of the nature of this purpose, we need to keep this data for an unlimited period.

e. To facilitate purchase agreements between buyers and sellers of tickets

We may use your personal data to perform our Services. Buyers enter into an agreement with a seller of tickets at the moment they transfer an amount for the purchase of the ticket(s).

We process personal data for this purpose on the basis of our contractual obligations under the Terms and Conditions. We have no contractual obligations under the purchase agreement between buyers and sellers, but we do under the applicable Terms and Conditions. On this basis, we must share certain data of buyers with sellers of tickets on our Website, so that the seller can properly carry out the sale of the tickets and handle it afterwards.

For this purpose we process your data such as your name, (business) email address and payment details. Sellers may also ask for more data, which you can give them yourself.

Your personal data is kept for up to 2 years after the end of our relationship with you. After this period, your personal data is deleted from our systems.

f. To create an account on the Website

Users of our Website enter into an agreement with Hipsy at the moment they create an account on the Website and accept the applicable terms and conditions. To create an account on the Website for users, we need certain data.

We process personal data for this purpose on the basis of consent and legitimate interest. When a user enters data to create an account, the customer must accept this Privacy Statement and consents to sharing minimal data with both us and any sellers. Our legitimate interest in processing your data arises from our intention to meet the contractual obligations relating to processing payments and providing our Services.

For this purpose we process your data such as your name, address, telephone number, email address, payment details and history on the Website.

Your personal data is kept for a maximum of 7 years after you have deleted your account. After this period, your personal data is permanently deleted from our systems.

g. For relationship management and marketing

Hipsy may use the information in the database of contractual relationships to provide customer service and carry out account management. We also use your personal data for the development, execution and analysis of market research and marketing strategies.

We process your personal data for this purpose on the basis of your consent. You can withdraw your consent at any time, without affecting the lawfulness of processing based on consent before its withdrawal.

For this purpose we process your contact details such as your address and email address and personal data such as your name, date of birth and contact preferences.

Personal data is kept for a maximum of 10 years after the end of our relationship. After this period, your personal data is deleted from our systems.

2. Cookies

Hipsy uses cookies when providing Services. A cookie is a small, simple file that can be stored on the hard drive of a computer. Hipsy's cookies are only temporary, not permanent. You can find more information about cookies at www.allaboutcookies.org.

- **Functional cookies**
  Hipsy uses a cookie to see whether a visitor to our website accepts the cookies on our website or not. This functional cookie records your consent. We also use a cookie to

remember your details. The information collected by this cookie is not shared with third parties.

- **Analytics cookies**
  Our Website keeps visitor records and statistics, such as the most visited pages. This allows Hipsy to optimise the layout of the website. For this we use Google Analytics, and we use this data to improve our Website, compile statistics and measure the popularity of different parts of our website. Hipsy uses this data in aggregated form, so it cannot be traced back to a computer or individual. To prevent this, you can install the 'Google Analytics Opt-out Browser Add-on' to stop our websites from informing Google Analytics about your visits. This cookie belongs to Google and is deleted after a maximum of two years. Google does not share this information with third parties.

You can set your browser to notify you when you receive a cookie or to disable cookies. As a result, our websites may not work optimally.

Below is some specific information about cookies for the most widely used browsers:

Cookies and Internet Explorer, see: https://privacy.microsoft.com/en-us/privacystatement#maincookiessimilartechnologiesmodule
Cookies and Firefox, see: https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences
Cookies and Google Chrome, see: https://policies.google.com/technologies/managing?hl=en
Cookies and Safari, see: https://www.apple.com/legal/privacy/en-ww/cookies/
Cookies and Opera, see: https://help.opera.com/en/latest/web-preferences/

3. Which parties have access to your personal data?

Hipsy does everything it can to secure your personal data and has taken the necessary steps to do so. Only our employees have access to personal data, and only insofar as necessary to perform their individual tasks properly.

When a third party processes your personal data, it can only do so according to Hipsy's instructions. They therefore act as our data processor. In all cases, we will ensure that third parties with access to your personal data have implemented appropriate technical and organisational measures to maintain our intended level of privacy and security. We also insist that all data protection and privacy legislation is complied with at all times.

Under these conditions, the following parties may have access to your data:

- iDeal, Bancontact, PayPal – a third party used to process payments through the Website.
- Information about your use of our website and other information received through cookies and similar technology is shared with web analytics and session recording programs such as those of Google.
- Data of buyers that is shared with sellers is described in section 1(e) of this Privacy Policy.

In all other cases, your personal data is not disclosed to third parties, unless required by law.

4. Security

Your personal data is stored securely at all times. We value the protection of your privacy. Personal data is only accessible to specific people who are authorised based on their role. We have also implemented measures to ensure your safe visit to and use of our websites.

This prevents misuse of your data. These measures include computer security and secured files and facilities.

Hipsy has taken the necessary technical and organisational measures to prevent, detect, report and handle breaches of data protection. However, if a data breach does occur, Hipsy will report the personal data breach to the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) without undue delay and, where possible, no later than 72 hours after becoming aware of it.

5. Access to, correction or deletion of personal data

As the owner of the personal data, you have the following rights:

- **Right of access**: you have the right to receive a copy of the personal information we hold about you to verify that we process the data lawfully.
- **Right to rectification**: you can ask us to correct or complete incomplete or incorrect information we hold about you.
- **Right to be "forgotten"**: if there is no good reason to keep your personal data, we will stop processing it. You also have the right to ask us to delete your personal data.
- **Right to restriction of processing of your personal data**: you can request that your personal data is temporarily or permanently not processed.
- **Right to data portability**: you can request that your personal data is transferred to a person or organisation of your choice.
- **Right to object to processing**: in certain circumstances you can object to the processing of personal data.
- **Right to withdraw consent**: you also have the right to withdraw consent you previously gave for the processing of your personal data, or to object to the processing of your personal data by Hipsy.
- **Right to lodge a complaint**: we would also like to inform and remind you that you can lodge a formal complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) if you believe your privacy rights have been violated.

If you object to the use of your personal data by Hipsy, want your personal data to be forgotten, want to withdraw consent you previously gave for the processing of your personal data, or have any other request relating to your personal data, you can send a request at any time to:

Hipsy
info@hipsy.nl

External links

Our Website may sometimes show links to other websites. We are not responsible for the privacy statements of these other websites, nor for their content. We advise you to inform yourself by reading the privacy statement on these websites.

Any questions?

If you still have questions after reading this Privacy Statement, or if you have suggestions or comments about its content, you can always contact us at: info@hipsy.nl.