

# Privacy Policy & Terms of Condition

Your privacy is important. So we've developed a Privacy Policy that covers how we gather, use, disclose and manage your information. Please take a moment to familiarize yourself with our privacy practices and let us know if you have any questions.

This is the Privacy Statement of FestiTent BVBA (hereinafter "FestiTent").

Address:

Matenstraat 212

B-2845 NIEL

Belgium

Chamber of Commerce: BE 0568.898.763

Phone: +32 33 69 81 19

Email: [info@festitent.com](mailto:info@festitent.com)

This statement discloses how FestiTent BVBA put handles your personal data.

## Your Personal Information is Safe

FestiTent BVBA appreciates the confidence you FestiTent BVBA and will therefore be extremely careful with your information handling. FestiTent BVBA respects the privacy of its customers and users of its website (s) and (online) services. FestiTent BVBA therefore ensures that the personal information you provide us is protected and confidential.

## Reporting to the College Data Protection

The processing of your personal data in accordance with the Data Protection Act registered with the Data Protection Agency.

## Collection and Use of (Personal) Data

### FestiTent account

To be able to order tickets, you need to create an account with FestiTent BVBA.

In order to create an account, you have the following personal information:

- E-mail address
- Password
- Name and surname
- Mobile phone number (optional)
- Address
- Place of residence

The above information is used for assigning and managing your account and to fight or control fraud, abuse and / or misuse of your account and / or the products and services ordered through

your account. In that framework, FestiTent BVBA also keeps information about your visit behaviour, (such as the IP address used to log and / or to place orders). The data are stored as long as you have an account with FestiTent BVBA.

In addition, FestiTent BVBA may ask you for other personal information, such as specific preferences. This information is used to service FestiTent BVBA more tune to the users of its website (s) and to provide statistical data to improve its service.

## **Order products**

Through your account you can order products for various events. Within this context, your account information used for the following purposes:

1. to keep you informed of the status of your order
2. to process your order (s) and to send (by e-mail)
3. to clarify and to handle complaints
4. to get eventual products from event Organizers to send (by mail)
5. to provide statistical data to infer

Data relating to an order will be retained as long as they are relevant to the settlement and payment of the appropriate order.

## **Product Payment**

For payment of your order (s) you will be redirected to the website of the payment processor. FestiTent BVBA process itself will have no financial information (such as credit card numbers and bank account numbers). Payment is always made via a secure SSL connection. This privacy statement does not apply to the processing of your payment through payment processors. For the privacy of the payment processors FestiTent refers to the website of the payment processor.

## **Right of withdrawal**

The right of withdrawal allows individuals able to cancel an order, which is purchased by the Internet, within 14 days. These 14 days start at the moment the agreement is concluded or the order is definite. The right of withdrawal shall expire if the customer uses or has used the service.

## **Email Newsletter**

If you signed up for the free email newsletter FestiTent BVBA will use your email address to send you the newsletter. You can at any time unsubscribe from FestiTent through your account settings.

## **Other Uses**

In addition, the personal information you provide will be used for the following purposes:

1. agreements between you and FestiTent BVBA to perform
2. the services of FestiTent BVBA (technically) possible
3. for the website and services FestiTent to further develop and improve
4. to inform you about relevant information and offers from FestiTent BVBA
5. market research in order to (do) improve service
6. for the security of the website, products and services FestiTent BVBA combating fraud and abuse

## **Conduct During a Visit**

FestiTent BVBA records information regarding your visit behaviour, such as URL, IP address, browser type and language, and the date and duration of your visit to the website (s) of FestiTent. These data are used for error analysis and online services to improve FestiTent. In addition, these data are used to combat or control fraud, abuse and / or misuse of your account and / or the products and services ordered through your account.

## **Cookies**

As part of its online services FestiTent BVBA makes use of cookies. A cookie is a small text file via the browser on your computer that is stored. The cookies used by FestiTent BVBA are necessary for the technical operation of its website (s) and ensure a faster and easier use of the website (s). You can adjust your browser so that during your visit to a website FestiTent BVBA does not receive cookies. In that case, however, you cannot use the website(s) and therefore not create an account and place orders.

## **FestiTent does not Sell your Information**

FestiTent BVBA does not sell your information to third parties. Furthermore, FestiTent BVBA will only give your information to third parties only in the following cases:

1. if you have given express permission (eg to register for one (email) newsletter, an event Organizer)
2. if disclosure to third parties involved in the execution of your order is required (such as payment processors)
3. upon request by an event Organizer, provided that the information for marketing or other commercial purposes
4. if disclosure is necessary to prevent damage or detect fraud or to avoid
5. if FestiTent BVBA receive a legitimate request from the relevant authorities (such as Justice and Treasury)

6. if based on statutory requirements or a legal judgment is necessary for your information
7. if disclosure of your personal information is necessary to the security of the network and services to ensure FestiTent BVBA
8. if the disclosure is necessary to protect the personal safety of customers RN FestiTent Q BVBA and / or users of the website (s) of FestiTent BVBA

FestiTent BVBA may provide statistical data with payment processors, affiliates, event Organizers and PR agencies. One example is to understand the percentage of customers that use a particular payment method or the ratio of male-female and / or age of visitors to a particular event. These data are anonymous and contain no information traceable to you.

## **Security**

FestiTent BVBA at all times maintains a level of security in the processing of personal data that is state of the art and is sufficient to prevent unauthorized access, alteration, disclosure or loss of personal data.

The security of your personal data also refers to confidentiality of your password. Do not share this password with someone else and treat with care. FestiTent BVBA will never ask for your password or other sensitive information.

## **Inspection and Improvement of your Data**

You can add your own data and personal settings at any time. Check and adjust as necessary by logging into your account and adjust settings. Of course, it is also possible to request closure of your account.

## **Right of Appeal**

You may object to the use of your personal data by sending a free e-mail to [info@festitent.com](mailto:info@festitent.com).

## **Privacy Policy of Third Party**

This privacy statement does not apply to the processing of your data by an Organizer of an event for which products you have ordered. For the privacy of the event Organizer, FestiTent BVBA refers you to the privacy of the Organizer of the event.

This privacy statement does not apply to third party websites which are connected through links with the website (s) of FestiTent BVBA. FestiTent BVBA accepts no responsibility or liability with regard to how these third parties handle your personal data. FestiTent therefore advises you to always be aware of the privacy policy on these websites.

## Changes

FestiTent BVBA may change this Privacy Statement at any time. The latest version of the Privacy can be found by logging into your account. FestiTent BVBA recommends viewing this privacy statement periodically.

## Law

All disputes will be handled according to Belgian law.

## Questions

FestiTent BVBA gladly will help you if you have questions or comments to this privacy statement.

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