

# Privacy Policy

Edited on November 15, 2025 by V.O.F. Plotware.

## 1. Introduction

This Privacy Policy explains how V.O.F. Plotware (“we,” “us,” or “our”) collects, uses, shares, and protects your personal data when you use our event ticketing platform (“Platform”). We are committed to safeguarding your privacy and complying with applicable data protection laws.

The following definitions apply throughout these Terms:

**Platform** refers to the Plot website and mobile applications, including all related services provided by V.O.F. Plotware under the name “Plot.”

**User** refers to any individual or entity using the Platform, including both Organisers and Buyers.

**Organiser** refers to a User who creates Events and sells tickets through the Platform. This term also refers to users who are part of an organisation.

**Buyer** refers to a User who purchases tickets or registers for Events through the Platform.

**Event** refers to any activity, performance, or gathering for which tickets are sold/posted on the Platform.

**Ticket** refers to the electronic or physical document that grants entry to an Event.

**Content** refers to any information, text, images, videos, or other materials uploaded by Users to the Platform.

**Account** refers to the user profile created by a User to access the Platform’s services.

**Service Fees** refer to any fees charged by the Platform for the use of its services.

**Payment Fees** refer to fees charged by third-party payment processors for handling transactions.

**Payment Gateway** refers to the third-party service providers used to process payments on the Platform.

**Third-Party Services** refer to any external services integrated with the Platform, such as payment processors or analytics tools.

## 2. Data We Collect

Data is collected from you when you use our Platform, create an account, purchase tickets, or interact with our services. We collect the following types of data:

### a. Information You Provide Directly

These data are necessary for account creation, ticket purchases, event management, and customer support. These includes:

- Your first name and last name
- Your email address
- A username (optionally generated from your first and last name)

- Your birthdate
- Your gender (optional)
- Your profile picture (optional)

When creating an organisation, you may provide:

- the organisation name
- the list of members of the organisation
- A VAT number (if applicable)
- Your banking details (for organisers receiving payouts)
- A billing address (appears on the payout statements)
- Contact information, such as a phone number and a name (optional)

When purchasing tickets, you may provide:

- Your payment information (handled via third-party processor)
- Billing address (if required by payment processor)
- Additional attendee information (if required by the organiser)

## **b. Automatically Collected Data**

These data help us improve the Platform, enhance security, and personalise your experience. These include:

- Log data (IP address, browser type/version, pages visited, time/date stamps)
- Device information (device type, operating system, unique device identifiers)
- Location data (if enabled on your device)
- Cookies and similar tracking technologies (see “Cookies & Tracking Technologies” section)
- Analytics data (interaction with the Platform, feature usage)

## **c. Data from Third Parties**

These data supplement the information we collect directly from you and help us provide our services. These include:

- Data from social media platforms if you use social login (e.g., name, email)
- Data from payment processors (e.g., transaction details)
- Data from OAuth providers (e.g., access tokens, user information)

## **3. How We Use Your Data**

We use your data to provide and improve our services, ensure security, communicate with you, and comply with legal obligations. These data are essential for the functioning of the Platform. The use cases for these data are:

- Core operation of the Platform. (Registering to Events, selling and buying tickets, sharing events)
- Processing of the payments
- Detection and prevention of fraud and abuse
- Communication with you regarding your account, purchases, and events
- Personalisation of your experience on the Platform
- Analytics to monitor and improve the Platform’s performance and user experience
- Analytics to understand user behaviour and trends

- Compliance with legal obligations and enforcement of our Terms

## **4. Legal Bases (for GDPR jurisdictions)**

The legal bases for processing your data under GDPR include:

- Performance of a contract: necessary for providing our services (e.g., ticket purchases)
- Consent: where you have given explicit permission (e.g., marketing communications)
- Legitimate interests: for fraud prevention, security, and improving our services
- Legal obligations: to comply with applicable laws and regulations
- Vital interests: in rare cases, to protect your safety or that of others

## **5. Sharing Your Data**

Some of the collected data are being shared with third parties for the purposes outlined below.

### **a. With Third-Party Service Providers**

The following third-party service providers may receive your data to help us operate the Platform and provide our services:

- Payment processors (e.g., Stripe) to handle transactions
- Cloud hosting providers (e.g., AWS, Google Cloud, Hostinger, Fly) to store and manage data
- Analytics services (e.g., Graphana) to monitor Platform usage
- Email/SMS communication providers (e.g., SendGrid, Twilio, Firebase Cloud Messaging) to send notifications and updates
- OAuth providers (e.g., Google, Apple) if you use social login

### **b. With Event Organisers**

When you register for an Event or purchase tickets, certain data (e.g., name, profile picture) are shared with the Event organiser to facilitate event management and communication. Organisers have access to:

- Attendee lists (names, profile pictures)
- Ticket purchase information (ticket type, quantity)

### **c. With Other Users**

Other users may see certain information about you when you interact on the Platform, such as your name and profile picture when you register for Events or participate in community features. These may be hidden based on your privacy settings, but won't be hidden from the Organiser of the Event you register to.

### **d. Legal & Compliance**

We reserve the right to disclose your data if required by law or in response to valid legal requests by public authorities (e.g., court orders, subpoenas).

## **e. Business Transfers**

In the event of a merger, acquisition, or sale of assets, your data may be transferred to the acquiring entity as part of the business transaction.

## **6. Cookies & Tracking Technologies**

The cookies are an essential building block of web applications. Within the Platform, there purpose are:

- Authentication: retaining your session

By signing up, you consent to using authentication cookies, these cannot be opted out.

## **7. Data Retention**

We retain your personal data for as long as necessary to provide our services, comply with legal obligations, resolve disputes, and enforce our agreements. Specific retention periods include:

- Account data: retained until account deletion plus a grace period of 90 days
- Financial/transactional information: retained for a minimum of 7 years to comply with tax and accounting regulations

## **8. Data Security**

We implement appropriate technical and organisational measures to protect your personal data against unauthorised access, alteration, disclosure, or destruction. These measures include encryption, access controls, regular security assessments, and incident response protocols. Users are also responsible for maintaining the security of their account credentials.

## **9. International Data Transfers**

Your data may be transferred to and processed in countries outside your country of residence, including the Netherlands, France, Germany, and the United States. We ensure that appropriate safeguards are in place, such as Standard Contractual Clauses (SCCs) or reliance on adequacy decisions by the European Commission, to protect your data during international transfers.

## **10. User Rights**

To the extent applicable under your jurisdiction, you may have the following rights regarding your personal data:

- Right of access: request a copy of your personal data
- Right to correction: request correction of inaccurate data
- Right to deletion: request deletion of your data under certain conditions
- Right to object: object to processing based on legitimate interests
- Right to restriction: request restriction of processing under certain conditions

- Right to data portability: request transfer of your data to another controller
- Right to withdraw consent: withdraw consent for processing based on consent
- Non-discrimination rights (CCPA): right not to be discriminated against for exercising your rights

## **11. Children's Privacy**

As mentioned in the [Terms and conditions](#), the minimum age to use the Platform is 13 under the supervision of a parent or guardian, and 16 otherwise.

We do not knowingly collect personal data from children under the age of 13 without verifiable parental consent. If we become aware that we have collected data from a child under the applicable age without consent, we will take steps to delete that information promptly.

## **12. Marketing Communications**

We may send you marketing communications about our services, events, and promotions. You can opt out of receiving these communications at any time by following the unsubscribe link in the emails or contacting us directly. We do not share your data with third-party marketers without your consent.

## **13. Profiling & Automated Decision-Making**

We may use automated systems to analyse your data for fraud detection and to personalise your experience on the Platform. If any automated decision significantly affects you, you have the right to request a human review of that decision.

## **14. Third-Party Links**

When an action may redirect you to an external site that is not trusted by Us, the Platform will display a clear warning that identifies the destination and asks you to confirm whether to proceed. By confirming, you acknowledge that the external site is outside Plotware's control and accept any associated risks. We recommend checking the URL, reviewing the third party's privacy policy, and avoiding sharing sensitive information on untrusted sites.

## **15. Changes to This Privacy Policy**

Modification of the Privacy Policy will be communicated via the application and/or email. The effective date of these changes is tied to the date of the notification unless specified in the said notification.

## 16. Contact Information

If you have any questions or concerns about this policy, please contact us at [support@plotware.com](mailto:support@plotware.com).

Our legal address is:

V.O.F. Plotware Piet Heinstraat 12, 7511 JE Enschede
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KVK Number: 97723355

You may also submit complaints or concerns through our complaint mechanism available on the Platform.