

Personal data protection policy

Date of last update: 10 October 2019

We attach great importance to respecting your privacy and we are committed to building strong and lasting relationships with you.

The protection of your personal data is of paramount importance to us.

In this way, this data protection policy aims to provide you with information that is as clear as possible regarding the commitments and measures we implement to ensure compliance with your personal data in line with applicable European and French regulations on personal data protection.

As such, this policy applies to all the services offered on the website <https://ticket.athle2020.paris>

This policy is subject to Law No.78-17 of 6 January 1978 regarding information technology, files and civil liberties modified in 2004 (hereinafter “French Data Protection Law”) as well as the General (European) Data Protection Regulation of 27 April 2016. It may evolve within the CNIL’s legal and regulatory context and doctrine.

For any information about personal data protection, you can also visit the French Data Protection Agency website: www.cnil.fr.

Definitions

“Personal data: a term that designates information that enables you be identified as a person. Your surname, your telephone number, your email and your IP address constitute personal data.

“Controller”: a term that designates the person who determines for what purpose and how your Personal Data is used.

“Processing of personal data”: operation or set of operations applied to personal data (collection, registration, storage, consultation, etc.)

Who collects your personal data?

It is the Controller. The company Wetix Agency located at 114 rue Chaptal 92300 Levallois-Perret, is in charge of all the processing of personal data carried out on the website <https://ticket.athle2020.paris>

Why do we collect your personal data?

We may collect, process or store your personal data for the following purposes:

- **Dispatch of newsletters, email shots, following registration on our website**

Your data enables us to improve and personalise the services we offer you and the communications we send you. For example: we can send you personalised emails or recommend similar products to you, which are in line with your centres of interest or keep you informed about our news.

- **Managing of orders and customer relations**

We need information about you for managing your orders and anything related to these (for example deliveries, invoices, accounting and in particular the managing of customer accounts, the monitoring of customer relations through such means as conducting satisfaction surveys, managing complaints and the after-sales department and the selection of customers to carry out satisfaction surveys.

- **Payment of your orders**

The card used for payment is retained for the time necessary to make the transaction and then for a duration of 13 months from the date of the transaction for proof of the transaction.

- **Website security**

We collect certain browsing data to enable us to ensure the security of our services and detect, avoid or chart any malicious attempt or computer breach or any violation of the terms of use of our Services.

- **Website statistics and performance**

We can use data to gain a better understanding of our customers or for statistical purposes with a view to analysing the activity on our website and improve the services we offer. We assess the audience by measuring such things as the number of pages viewed, the number of visits to the website, as well as visitors' activity on the website and their return rate.

- **Customer knowledge**

We are liable to use and compile data for profiling purposes. Profiling corresponds with the automated processing of your personal data. This data is used to assess, analyse and predict your preferences, your interests and your behaviour. We use this data to offer you the best possible user experience and suggest personalised offers to you.

What personal data is collected about me?

We notably collect and process your surname, forename, address, email address, password, telephone number, IP address, connection data and browsing data, order history, preferences and centres of interest, products viewed, delivery incidents and complaints.

In certain cases, we may collect location data for such things as pointing out to you the events that are closest to you. The compulsory or optional nature of the data will be indicated during the collection by an asterisk. Certain data is automatically collected as a result of your actions on the website and other information may be passed on by partners.

When is your data collected?

We notably collect the information you provide us with when:

- you create your customer account on our website
- you make an order on our website
- you browse our website and view our offers
- you take part in a game or competition
- you contact our Customer Service
- you view our adverts.

What happens when you purchase a ticket on our website?

When you browse our website, you have the opportunity to purchase a ticket for an event.

Your information and data are then collected by Wetix Agency. They are necessary for managing your order and our commercial relations. They are also retained for security purposes so as to adhere to legal and regulatory obligations. They also enable us to improve and personalise the services we offer you.

They are stored in 2 different bases:

- They enable us to contact you, where possible, in the event of a cancellation or change of date, time or venue for an event at which you've reserved seats. Within the context of the organisation of the event and your order, the data is also liable to be communicated to the organisers/producers on behalf of whom we intervene.
- Data regarding your method of payment, such as your credit card, is solely processed by the specialist payment partner Extent. For further information about Extent, please visit their website: <http://www.extent.fr>.

At certain events, we do not offer tickets for sale. In this case, you'll find the links to the third-party retailer sites where you'll be able to shop for them. However, in this instance, we are no longer responsible for the subsequent processing carried out by these retailers, to whom we do not pass any data which we might have collected about you.

What do we do with the personal data of minors?

Our services are not intended for minors; as a result we do not process any data specifically regarding minors.

For example, we do not create a marketing profile linked to minors. It is down to the parents and any person with parental authority to decide whether their child is permitted to use our services if she/he is a minor.

What communication am I liable to receive?

1. Information and newsletters

- **Service emails**

Within the context of an order or the following up of a contract, you'll receive an email, which will enable you to track your order or to fulfil your contract (order confirmation, information about delivery, etc.). These service messages are necessary for the smooth execution of the orders and services you've requested. The receipt of this information is not linked to the choices you expressed regarding the receipt of newsletters and marketing offers.

- **Newsletters**

Within the context of the creation of your account and if you're not opposed to the idea, you'll be able to receive our news and offers via electronic communication (email, SMS...). These newsletters enable you to keep up-to-date with our news and offers. We measure the opening rates for our electronic dispatches so as to gear them around your needs as best we can.

- **Partners' newsletters**

If you've agreed to receive partners' offers, you'll be able to receive offers from other companies within the group via electronic communication (email, SMS...) as well as selected marketing partners.

2. Product or artists' alerts

We can offer you email alerts to keep you posted about availability or news of interest to you.

According to the circumstances, these alerts enable you:

- to be kept informed from time to time about the next availability for the product or seats for the event of interest to you on a particular date.
- to have recurring information about the event news...

Registration to the alert is done by clicking on the "Alert me" button. The alerts to which you're signed up are listed in your Account.

On what legal basis is my personal data processed?

The processing of your personal data is justified by various grounds (legal basis) according to how we use the personal data.

You'll find below the legal bases, which we apply to our main processing.

- **Contract:** the processing of personal data is necessary for fulfilling the contract to which you have agreed.
- **Consent:** you consent to the processing of your personal data through an express agreement (box to tick, click...). You may withdraw this consent at any time.
- **Legitimate interest:** Our company has a commercial interest in processing your data, which is justified, balanced and does not infringe on your private life. Allowing for exceptions, you may at any time object to processing based on legitimate interest by reporting it to our company.
- **Law:** the processing of your personal data is compulsory by law.

How long is your data retained for?

We have established a precise rule regarding the period for which users' personal data can be retained: it is defined as 3 years from the last positive contact between yourselves and us.

If you are already a customer, the information in your customer account (order history) is retained as long as you are an 'active' customer and for a duration of 3 years from your last activity (for example purchase, connection to your account). Your data is then archived with restricted access for an additional duration for reasons limited and authorised by law (payment, guarantee, dispute...). Past this deadline, it is deleted.

What are your rights and how do you exercise them with our company?

You have the option to unsubscribe from our communications at any time directly by clicking on the unsubscribe link on each of the emails received or by contacting us.

You have a right to access, correct, and object to data about you. You can exercise these rights via email or by post to the following address:

Wetix agency

114 rue Chaptal – 92300 Levallois-Perret

Email: ticket@athle2020.paris specifying "Personal data" in the subject of the email.

We will reply to you within a maximum of 1 month after receipt of the request.

You will also be able to exercise your right to limit the processing, to erase your data, to the portability of the data and not to be the subject of an automated individual decision.

For the sake of privacy and protection of personal data, a copy of a signed proof of identity shall be included in the request.

In the event of an unsatisfactory reply, you have the opportunity to complain to the CNIL.

How do I express my choices about the use of my data?

We actively work towards improving our management of accessible choices in your account in order to enable the use of your data to be better controlled.

At any moment, you can formulate an objection regarding use of your data.

- Via the dedicated boxes or objection links on the newsletter registration form and in your personal space.
- Via email to: ticket@athle2020.paris (specifying "Personal data" in the subject of the email)

It is advisable to tell us your surname, forename, email and address and mention the reason for your request and/or the right that you wish to exercise.

You can also manage your cookies by going to the cookie manager located on the cookie information page.

What happens to your data after your death?

In accordance with article 40-1 of the French Data Protection Law of 6 January 1978, you can send us your directives on the storage, erasure and communication of your personal data after your death. These directives can be general or specific.

To send us your directives, please contact us via email.

Who are the recipients of your data?

The data that we collect can be sent to service providers (subcontractors) – which our company calls upon to carry out its services within the context of the purposes mentioned above for example:

- for the management, fulfilment, processing and payment of your orders, as well as for marketing operations (dispatch of informative email and newsletter).
- the collection of your data and information for the participation in quizzes, satisfaction surveys and registration for events

Is your data sent outside the European Union?

For the purposes outlined above, your personal data may be sent to companies located in countries outside the European Union and which do not present a less appropriate level of personal data protection than in the European Union.

Prior to any transfer outside the European Union and in line with the regulations in force, we put in place all the required procedures to obtain the necessary guarantees to secure such transfers.

Transfers outside the European Union can notably be made within the context of our following activities: IT services, fraud prevention, use of data in connection with social networks (to the USA).

How do we protect your data?

We take various steps to ensure your data is secure against loss, misuse, non-authorised access, disclosure, modification or destruction. In particular:

- Access to the databases is strictly reserved for those authorised to become acquainted with them within the context of their missions.
- In accordance with the French Data Protection Law of 6 January 1978 and the European Regulation, we have ensured that subcontractors are committed to adhering to the security and confidentiality of the data.
- All our employees are aware of personal data protection through training, newsletters, the company's social network and team meetings.

Modification

Wetix Agency reserves the right to modify this Data Protection Policy at any time. In the event of significant modification such as the introduction of a new function, we will provide you with information about this other function beforehand. This is to ensure that you have a reasonable timeframe in which to exercise your right under the French Data Protection Law of 6 January 1978 and the European Regulation.

We nevertheless encourage you to regularly review the Policy so as you are aware of the ways in which the Wetix Agency intends to protect your personal information.

This Policy was updated for the last time on the date indicated above.

Contact

For any question regarding our Policy, you can email us directly at ticket@athle2020.paris (specifying "Personal data" in the subject of the email) or via post to Wetix Agency – 114 rue Chaptal – 92300 Levallois-Perret