

## **Terms and conditions**

Please read through the following sections carefully and make sure you fully understand the contents of this agreement prior to the use of the website and/or services. By using this website, you are deemed to have read and agreed to these terms and conditions.

The following terms are a binding agreement between the parent company of Gootickets.com, Platinum Group S.A.M. (referred to as *The Company, Ourselves, We and Us*), and yourself (*Client, Customer, You and Your* refers to you). *Supplier, Organiser, Event Organiser/ Organisation and the/an event*, refer to an event held at a specific date and time for which tickets have been purchased. Any use of the mentioned terminology or other words in the singular, plural, capitalisation and/or he/she or they, are taken as interchangeable and therefore as referring to the same.

*Please note that this document was written in English. To the extent any translated version of this document conflicts with its English version, the English version controls.*

## **Section 1 - General**

### **2.1 Accepting Terms and Conditions**

This website or platform is presented to you, the customer, on the condition of your acceptance of the terms, conditions, and notices contained herein. Your use of this website or platform constitutes your agreement to all the terms and conditions. By ticking the Checkbox “I accept the terms & conditions” at the bottom of the checkout page, the buyer agrees to the terms and conditions and can be held to them.

### **2.2 Financial Responsibility**

You assume financial responsibility for all transactions made under your name or account. You must be over 18 years old in order to make a purchase and have the legal capacity to make the transaction.

### 2.3 Assortment of products and services

Our assortment of items for sale is not binding and is subject to change without prior notice.

### 2.4 Sales Agreement

An order placed on our website or an affiliated platform constitutes a sales agreement as per these terms and conditions.

## **Section 2 – Website Content**

### 2.1 Limited Use

This website or platform is for your personal and non-commercial use. The content and information (including, without limitation, prices, texts and photos), as well as the framework used to offer such content and information, belongs to Gootickets.com or its partners.

Consequently, you agree not to use this website or platform and its contents or information for any commercial or non-personal purpose. You agree not to transform, copy, distribute, transmit, display, perform, reproduce, publish, license, create derivative works from, transfer or sell or re-sell any information, software, products or services obtained from this website or platform.

You agree not to use this website or platform for any purpose that is unlawful or prohibited by these terms and conditions.

## 2.2 Copyrighted Materials

All contents of this website or affiliated platforms are: ©2012 Platinum Group S.A.M. / OR Copyright © Platinum Group S.A.M. 2 rue du Gabian, 98000 Monaco. All rights reserved. This website or affiliated platforms are trademarks of Platinum Group S.A.M. Other products, services or company names mentioned on the web page may be the trademarks of their respective owners.

## 2.3 Disclaimer of Warranty

The content of this website or platform has been carefully prepared and is regularly updated. Nevertheless, Gootickets.com cannot guarantee that the totality of information is perfectly accurate and free of error. Hence, the website is provided “as is”, without any type of warranty. You agree that this website may not be error free and acknowledge that no warranties are provided.

## 2.4 Liability Disclaimer

Gootickets.com shall, in no case, be liable for any direct or indirect damage arising from the use of this website or platform, including the delay or inability to use it, any information, product or service, whether based on contract, tort or strict liability; even if Gootickets.com has been advised of possible damage.

## 2.5 Termination

Gootickets.com reserves the right to permanently cancel or terminate the account of a user in case the user breaches these terms and conditions by using the website improperly.

## **Section 3 – Booking Process**

### 3.1 Online booking

The sales agreement becomes valid once the payment has been made online and the customer views the Order Confirmation Page. As a recap of the order, the customer will receive a Confirmation Order e-mail sent to the e-mail address he/she provided. The Order Confirmation e-mail is for informational purposes only.

### 3.2 Security Check

Upon placing a booking on our website or an affiliated platform and receiving the Order Confirmation, your order may be placed on "security check" by our payment security department. You will subsequently receive an e-mail or phone call indicating which documents you need to provide us with via e-mail or fax, in order for PLATINIUM GROUP to validate your payment. Several reasons exist for placing your order on "security check" status, i.e. a mismatch between elements such as IP Address (country of your computer's connection), country of the credit card, delivery address, a high order amount, etc. This security procedure is necessary in order to prevent credit card fraud. Should you receive a "security check" e-mail or phone call after placing your order, it means that your order is not confirmed and will be subject to further documentation that you will have to submit in order for us to verify the authenticity of the order. Please note that any documentation you provide during the security check procedure will be deleted after 1 year. The data is needed for security check processing, and is required for the establishment, exercise or defence of legal claims and charge backs.

### 3.3 Direct booking

The agreement on the sale and purchase of a product or service between Gootickets.com and a client is deemed to be concluded when the full purchase price paid by the customer arrives to the bank account of Gootickets.com, in accordance with the Payment Instructions. Gootickets.com will confirm reception of the funds to the client.

### 3.4. Sales Purchase Agreement

The sales purchase agreement is considered to be fulfilled when:

- For "shipment" bookings (via DHL): DHL confirms delivery to the address entered by the client
- For "pick up" bookings: when the client collects his/her ticket(s) at the event
- For "e-ticket" bookings: when the e-ticket(s) is/are made available for download in the customer's account

### 3.5 Order Form

Clients must fill out the order form fully and correctly. Gootickets.com will not compensate any issue resulting from false or incomplete information on the order form.

### 3.6 Seat Locations

The customer accepts that, unless indicated otherwise during the booking process, Gootickets.com is not able to determine precise seat locations and cannot fulfil specific seating requests. Due to being a leading ticketing agency, Gootickets.com clients commonly benefit from preferred seat locations at the time of the booking.

### 3.7 Images

The customer accepts that the images displayed on the website are indicative and that views may vary according to seating.

## **Section 4 - Tickets**

### **4.1 Alternative Seating**

The Customer accepts that the Organiser may change the location of grandstands and general admission areas at its own discretion. Gootickets.com reserves the right to provide alternative tickets of equivalent value if the ordered tickets become sold out or unavailable by the time of the order conclusion.

Gootickets.com does its best to fulfil clients' seating requests. However, Gootickets.com can in no way be held responsible if a client's request cannot be satisfied or if seats are not adjoining.

### **4.2 Non-fulfilment of Orders**

If Gootickets.com is unable to provide the ordered tickets or alternative tickets, the company shall notify the customer about the non-fulfilment of the order. In this case, Gootickets.com shall offer the client an alternative solution with different conditions, such as a credit voucher or a refund. Gootickets.com shall in no way be liable for any other expenses or prejudice to the customer relating to alternative tickets or non-fulfilment, including but not limited to any costs relating to travel or accommodation.

### **4.3 Pick-Up**

In some cases, if DHL delivery of your tickets is not available, we will offer on-site collection at the event - this option is known as "Pick Up". If your order's delivery method is set as "Pick Up", you are required to download an e-voucher from your account and collect your tickets at the event. On this

voucher, you will find all the information on how, where and when you can pick up your tickets. The voucher is available to download from your Gootickets account approximately 1-2 weeks before the event. It is mandatory that you bring this e-voucher (printed or electronic version) as well as a valid Photo ID to collect your tickets. The cost for on-site collection is usually €10 per order.

It is your responsibility to have provided a valid email address and to have read and understood the information in any communicated email and on the e-voucher on where and when to pick up your tickets at the event. Gootickets is not responsible for tickets not being collected. No refunds will be made for tickets that are not collected at the Ticket Collection Point.

#### 4.4 E-tickets

E-tickets are used for some events. The e-ticket will be available to download from your Gootickets account a few weeks before the event. An e-mail will be sent out to the customer to inform him/her when his/her e-ticket is available. The printed e-ticket, with a secured bar code, is used to enter the event. This document is strictly confidential and must not be reproduced, communicated or sold to anyone.

#### 4.5 Injury, loss and Theft

The ticket holder must comply with the event's safety regulations and announcements when attending the event. Gootickets.com does not assume any responsibility for injury, loss, theft or costs as a result of attending an event.

4.5.1 Gootickets.com cannot be held responsible for loss or theft of tickets purchased by the client.

4.5.2 In relation to hospitality venues, facilities, vehicles or any other property associated with tickets, Gootickets.com accepts no liability for loss, damage or injury to any person or any property, howsoever caused. Customers accept full responsibility and liability for any damages or losses that result from customers' actions or negligence.

4.5.3 It is the customer's responsibility to ensure they have the appropriate insurance coverage when traveling and attending the event.

#### 4.6 Event Age Restrictions

It is the responsibility of the client to enquire about age restrictions for an event. Gootickets.com cannot be held liable for a client's failure to comply with age restrictions imposed by an Organiser.

#### 4.7 Event Transportation

It is your responsibility to attain a transportation method to the event to which you have bought tickets. Gootickets.com is not liable for any delays or failure of transportation to the event caused by third parties or external factors such as weather or traffic. The third parties or Organisers may provide their own terms and conditions.

#### 4.8 Event Regulations

Each event Organiser has its own regulations of items that are allowed inside the venues (including, but not limited to, food and drinks). It is your



responsibility to be aware of these regulations and to abide by the Organiser's rules.

#### 4.9 Resale of purchased Tickets & e-vouchers

If you choose to resell your tickets (or e-vouchers for ticket collection) purchased on our website through any reselling platform or via other outlets, Gootickets is not responsible for the fulfilment of the third-party reception of the ticket nor liable for any costs or consequences associated with the delivery of the tickets to the third party.

#### 4.10 Purchase of Tickets through reseller platforms

If you have purchased a ticket on a resale platform (such as Viagogo or secondary market sites), Gootickets is not responsible for the delivery of the ticket to you and is not liable for any costs or consequences associated with tickets purchased through resellers. You must contact the reseller platform directly in case of any issues with resold tickets.

### **Section 5 - Prices and Payments**

#### 5.1 VAT

All prices include any applicable VAT.

#### 5.2 Service Charge

The service charge fee, if applied, differs according to the event and is used to cover the costs incurred by Gootickets.com and/or the Organiser in servicing your ticketing arrangements.

#### 5.3 Ticket Face Value

The price printed on your ticket may not always be coherent with what you paid for it in your booking. This is due to tickets being provided by manifold suppliers at different prices to which we may add a mark-up. Further, Gootickets.com may also be subject to paying service charges to suppliers, which the face value of a ticket may not always indicate.

#### 5.4 Ticket price changes

Gootickets.com reserves the right to change ticket prices. Changes will not affect the prices of tickets already ordered and paid for. The purchase price of a ticket is guaranteed at the time of the payment, validated by Gootickets.com

#### 5.5 Pricing Errors

While we try to ensure that all prices on our website are accurate, errors may occur. If we discover an error in the price of any Product you have ordered, we will inform you as soon as possible. If the price displayed was higher than the correct price, we will refund you the difference. However, If the price displayed was lower than the correct price, we won't be able to provide the Products to you unless the full correct price has been paid. We will contact you in order to complete the payment. If you choose to cancel after you have already paid the incorrect price, you will receive a full refund from us.

#### 5.6 Discounts

Gootickets has the right to change, add or withdraw discounts/vouchers at any time without notice. Any discounts or vouchers cannot be redeemed for cash, and must be used before their expiry date. If the discount is ever greater than the booking value, the discount will be deemed to match the order's total value. In case the discount or voucher currency is different from the booking currency, the converted value stated by Gootickets cannot be disputed. You agree to not use discounts/vouchers in a fraudulent manner; attempts to obtain and use voucher codes unlawfully may lead to prosecution. Gootickets

reserve the right to require the discount/voucher value back from the customer in case of fraud.

## 5.7 Payments

The customer is entitled to pay the purchase price through a credit card or by bank transfer in accordance with the related payment methods and instructions. Banking expenses, related to a purchase done via bank transfer, shall be borne by the customer.

All bank transfers have to be processed within a time frame specified in the notification e-mail. For any delays, Gootickets.com reserves the right to cancel the order.

## 5.8 Currencies

The majority of the payments are made in Euros (EUR), based on the official exchange rate of the day. However, some events are charged in Pounds Sterling, Canadian Dollars, UAE Dirham or in US Dollars. Please see Section 5.9 for a full list of events charged in Canadian Dollars (CAD), UAE Dirham (AED), Pounds (GBP) and Dollars (USD). Other displayed currencies on the website are for informational purposes only. The amount to be paid and the currency used are stated on the checkout and booking pages and cannot be contested unless a genuine pricing mistake exists. Please note that no hidden charges or currency exchange fees are applied to your order by our company. In some cases, foreign exchange rate fees may be applied by your bank.

## 5.9 Events and Currencies

The following events are charged in Pounds Sterling (GBP):

- Formula 1 British Grand Prix
- MotoGP British Grand Prix

The following events are charged in UAE Dirham (AED):

- Formula 1 Abu Dhabi Grand Prix

The following events are charged in Canadian Dollars (CAD):

- Formula 1 Canada Grand Prix

The following events are charged in US Dollars (USD):

- Formula 1 Bahrain Grand Prix
- Formula 1 Malaysia Grand Prix
- Formula 1 Mexico Grand Prix
- Formula 1 Brazil Grand Prix
- Formula 1 Russian Grand Prix
- Formula 1 United States Grand Prix
- Moto GP Americas Grand Prix
- MotoGP Indianapolis Grand Prix
- MotoGP United States Grand Prix (Laguna Seca)

## **Section 6 - Order Delivery**

### **6.1 Delivery Method**

Delivery of printed tickets and accessories shall be made by the shipping service (DHL) to the address determined by the customer on the checkout/booking page. Gift certificates are sent in advance by normal post upon order confirmation.

### **6.2 Delivery Address**

6.2.1 It is the responsibility of the client to provide the correct address at which he/ she will be able to receive the delivery. Gootickets.com cannot be held responsible for any errors made herein.

6.2.2. If the client wishes, for any reason, to have tickets shipped to a different address than the shipping address indicated during the booking, it is the responsibility of the client to contact Gootickets.com in due time before the scheduled date of delivery and provide the full address details in writing. Gootickets.com will modify this information accordingly in the client's dedicated customer account. Gootickets.com must confirm the address modification in order for it to be valid.

6.2.3. If the client's destination country changes, this might incur a higher shipping amount; the client is bound to pay the difference.

### **6.3 Delivery Time**

6.3.1 Tickets are generally dispatched as soon as possible, and we estimate the delivery of your tickets to take place between 10 days and 3 weeks prior to the event, depending on when the event Organiser prints the tickets. The Customer shall immediately notify Gootickets.com via e-mail if tickets have not

been delivered by the seventh day preceding the event. If the ticket order is placed within a month before the event, tickets might be delivered up to one week prior to the event, even though Gootickets.com will do its best to deliver them as soon as possible.

6.3.2 DHL delivers during working hours, thus it is the responsibility of the client to provide a delivery address where he/she or someone of the client's confidence can sign for the tickets during the day.

#### 6.4 Shipping Service Terms and Conditions

The general terms and conditions of the shipping service (DHL) shall be applicable to the delivery of tickets.

#### 6.5 Loss or Damage of delivery

[Gootickets.com](http://Gootickets.com) is not responsible for any loss or damage of the tickets once the order is delivered to the carrier (DHL).

[Gootickets.com](http://Gootickets.com) is not responsible for any loss of an order sent, as soon as the DHL carrier has recovered the secured envelope.

#### 6.6 Customs Charges for International Deliveries

Gootickets is not liable for any fees or charges applied by the border services for international deliveries. It is the customer's responsibility to be aware of customs regulations and applicable fees, and the customer is liable to pay any customs fees to the customs & border services of the country in question.

### **Section 7 – Communications**

## 7.1 Your Account

The customer is responsible for ensuring that his/her Gootickets account details are up to date, complete and accurate.

## 7.2 E-mail Communications

Our primary method of communicating all types of information regarding tickets, booking, events and other important information will be e-mail. The customer acknowledges and accepts that this method will be used for our communication and agrees to receive any communications from us electronically. Customers are responsible for ensuring that their e-mail address is correct and up-to date, and that they are able to receive e-mail communications from Gootickets.

## **Section 8 - Cancellation Policy**

### 8.1 Cancellation

Once the client confirms and pays his/her order online (including initiation of installments) or by bank transfer, neither cancellation nor reimbursement is accepted.

### 8.2 Insurance

Clients have the choice to add the [Ticket Cancellation Insurance](#) to their ticket order.

If you are not covered or not able to make a claim, it is at the discretion of Gootickets.com to decide whether a resale of your ticket(s) or a reallocation of your ticket(s) to another client may be possible, and then to provide you with a partial refund. However, either option is subject to a partial cancellation fee, the amount of which is determined by Gootickets.com on an individual-case basis.

## **Section 9 - Force Majeure**

### **9.1. Failure to Perform**

Gootickets.com shall not be liable to the customer for any failure to perform any obligation under this Agreement arising from any cause or causes beyond Gootickets.com's reasonable control. This includes, but is not limited to, any Act of God, terrorism, war, political insurgence, insurrection, riot, civil unrest, act of civil or military authority, uprising, strike, epidemic, earthquake, extreme weather, flood or any other natural or man-made eventuality outside of our control, which causes the termination of an agreement or contract entered into, nor which could have been reasonably foreseen. If affected by such event, Gootickets.com shall use all reasonable endeavours to comply with the terms and conditions of any Agreement contained herein.

### **9.2 Sport Season Calendar Modification**

Gootickets.com is not responsible for any modification of a sport season's calendar. Gootickets.com promotes and sells tickets for specific events, and not dates. Therefore, if the event organization or governing body decides, for any reason, to change the date of an event, Gootickets.com cannot be held responsible and is not obliged to inform clients. No reimbursement will be possible in the situation stated above.

### **9.3 Reimbursement from Organiser**

In some cases, when an event is cancelled by an Organiser, you may be entitled to a refund. The amount of any potential refund provided is dependent on the Organiser of the event and the circumstances of each case in question. The refund may not include service and delivery fees and Gootickets.com ticket margin/commission. Any fee for Ticket Insurance is non-refundable. Please note that if an event Organiser is not providing a refund for a cancelled event, Gootickets is not in any way responsible for providing refunds.



## **Section 10 – Third Party Websites; Third Party Services; No Implied Endorsement**

Gootickets.com contains links to other web sites (i.e. Hotels by Booking.com) owned by third parties ("Third Party Sites"). Please note that when you click on any of these links, you are entering another website for which we have no responsibility or control. Gootickets.com is not responsible for any activity occurring within Third Party Services, even if accessed via our website.

Third Party services include any services, experiences or activities that are sold or referred to through on the website Gootickets.com and operated by other entities. This includes, and are not limited to, any experiences or tours sold to accompany events.

You agree that we shall not be responsible for any loss or damage of any sort incurred as a result of your use of any Third Party Sites and/or Third Party Services, whether or not you were linked to or directed to a Third Party Site or Third Party Service through our site. You acknowledge that Third Party Sites and Third Party Services may be subject to the applicable third party provider's terms of service, and you are solely responsible for reviewing and complying with any such terms of service. Gootickets only acts as an agent between you, the customer, and any Third Party Service or website and no liability is attached to Gootickets resulting from arrangements between the customer and any Third Party.

In no event shall any reference on our site to any third party, third party website or third party product or service be construed as an approval or endorsement by us of that third party, third party website or of any product or service provided by a third party.

## **Section 11 - Governing Law**

Monegasque law applies to any matter arising out of the use of this website and the sales of tickets.

## **Section 12 - Formula One Paddock Club Terms and Conditions**

Please find Formula One Paddock Club Terms and Conditions [here](#).

## **Section 13 – Pay by Installment Plan**

### **13.1 Conditions**

The Gootickets Pay by Installment Plan is available for up to 91 days before the start of the event. To take advantage of the Plan you must purchase tickets with a minimum value of 200 Euros. The date of purchase is referred to as the 'commencement date' under these Terms and Conditions.

The Pay by Installment Plan is only available for F1 and MotoGP tickets.

All installments must be finalised 30 days before the start of the event. Under these Terms and Conditions, this date is known as the 'completion date' and the period between commencement date and completion date is referred to as the 'payment period'.

### **13.2 Installment Amounts**

The amount of the monthly installment will vary depending on the commencement date. As the full ticket price must be paid by the completion date, the earlier you purchase your ticket under the Pay by Installment Plan option, the more installments you will have available to pay, and the less the amount of each installment.

### **13.3 Payments and Fees**

By opting to use the Pay by Installment Plan to purchase your tickets, you authorise Gootickets to arrange a transfer of funds from your nominated credit card in amounts and at intervals as advised.

Monthly payments will be deducted in equal installments between the commencement and completion date via a nominated Credit Card.

The first installment is charged and deducted immediately on purchase.

Installments financing fees range from 5% to 7% on the total transaction amount. The fee will depend on the number of installments as shown below:

<b>Number of Installments</b>	<b>Percentage Fee Applied</b>
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No Installments	0%
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2	5%
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3	5.5%
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4	6%
---	----

5	6.5%
---	------

6	7%
---	----

7	7%
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If your credit card is declined at the outset of the Pay by Installment Plan or during the payment period, someone from the Gootickets team will contact you requesting immediate payment. Any fees levied to you by your financial institution will be payable by you.

### 13.4 Customer Responsibilities

It is your responsibility to ensure that:

- You purchase the correct ticket type (particularly if concession or age restrictions apply, as for children and senior tickets)
- The account details you have provided are correct, including notification should the expiry date change within the payment period
- You have sufficient clear funds available on your nominated credit card on the scheduled installment payment date throughout the payment period.

### 13.5 Suspension

[Gootickets.com](https://gootickets.com) may suspend or cancel your Pay by Installment Plan if, on two consecutive occasions, your installment is declined. Gootickets will notify you if it suspends or cancels your Pay by Installment Plan.

If you default on your installment payments more than twice, the Pay by Installment Plan will be automatically be cancelled and any payments made to date, including any fees, will be not be refunded.

If you believe that a cancelation has been initiated incorrectly, please email [info@gootickets.com](mailto:info@gootickets.com). You are responsible for contacting us regarding any dispute prior to the completion date.

If you pay by Installments your order can't be canceled by you, for any reason, just as any regular order. If for any reason the payment of the order can't be completed by the designated completion date, all payments made to date, including all fees, will not be refunded.

No fees paid are refundable.

### 13.6 Tickets

Tickets purchased under the Pay by Installment Plan option will only be issued after the final installment has been processed.

All tickets are subject to the standard Ticketing Terms and Conditions once payment is finalised and the ticket is issued.

### **Privacy & Cookies Policy**

**GooTickets.com** is the consumer brand and ticketing portal of Platinum Group SAM.

PLATINIUM GROUP would like to uphold a clear and honest policy to its users regarding privacy, usage of this site and handling of personal information. Complying with current laws and regulations, the sections below represent an agreement that the website visitor approve to accept when using this webpage.

The personal data provided to, or collected by, our Services is controlled by PLATINIUM GROUP SAM, 2 - Rue du Gabian, Monaco, 98000 Monaco. If you have any concern about providing information to us or having such information used in any manner permitted in this Privacy Policy, you should not visit our websites or otherwise use our services.

This Privacy Policy describes the types of information we may collect from you or that you may provide to us when you visit our website and our practices for collecting, using, maintaining, protecting and disclosing such information. This

Privacy Policy applies to information we collect: (i) through our Services, and (ii) in text and electronic messages between you and our Services.

This Privacy Policy does not apply to any other services or any information collected by us offline or via third-party sites that may be accessed through hyperlinks on our websites.

By accessing or using our Services, you agree to this Privacy Policy.

IF YOU DO NOT AGREE TO THIS PRIVACY POLICY, PLEASE DO NOT ACCESS OR USE OUR SERVICES.

## **Section 1 - INTRODUCTION**

The presented conditions embody the entire set of agreements that binds PLATINIUM GROUP and the user. All modifications and added content integrated to the website will be subject to the present conditions. Certain services and sections are subject to specific additional conditions.

Your data controller for the Services offered on this Site excluding Payment Services is

PLATINIUM GROUP SAM

2 rue du Gabian

"Les Industries" building

MC 98000 Monaco

Telephone: +377 93 25 47 00

Fax: +377 93 25 12 79

RC : 06S04539

TVA : FR04000074558

<http://www.pg-mc.com/contact/>

## **Section 2 - INFORMATION WE COLLECT ABOUT YOU**

We collect several types of information about visitors and/or users of our Services. We may collect this information either directly when you provide it to us or automatically as you navigate through the Website.

We collect your personal data in a lawful, fairly and transparent manner for specified, explicit and legitimate purposes. Personal data collected are adequate, relevant and limited to what is necessary.

2.1. We will collect and process your personal data when you register to purchase/create an account, subscribe to a newsletter, contact customer service, or fill out a survey. When ordering products or services on the Website, you may also be asked to provide a credit card number and other payment-related information. All Payment Information is securely processed and handled by our Payment Partners. In order to place an order, some of the information we ask you to provide is required (e.g. registering an account) and some is voluntary. If you do not provide the necessary data when requested, you will not be able complete the transaction.

2.2. We may collect certain information that does not by itself identify a specific individual. Such information tells us about your equipment, browsing

actions, and the resources that you access and use through the Services, such as your operating system and browser type. We use analytics and similar services to help us deliver a better and more personalized service.

We also collect your Internet Protocol (“IP”) address. We use your IP address to diagnose problems with our servers and/or software, to administer our Services, and to gather demographic information.

2.3. When you contact us for customer support we may collect additional information to resolve your issue.

2.4. We are not a site targeted to children or those under the age of 16. If you wish to buy tickets for children under the age of 16, or the equivalent minimum age in the relevant jurisdiction, you are responsible for obtaining consent from the parents/legal guardians of each child you wish to buy tickets for.

### **Section 3 – HOW WE PROCESS YOUR DATA**

#### **3.1. Retention of Data**

To be able to provide our service to you, we store information about you (including delivery address and other details you provide when you create an account) as long as you are an active customer and keep your account open

Your account is stored as long as necessary for processing of orders, for referring to customer cases and to collect information about the events you have visited.



### 3.2 Where your data is processed

By submitting your personal data, you agree to the transfer, storing and processing of your data outside of the country where you reside. We will take reasonable steps to ensure that your data is treated securely and in accordance with this Privacy Policy.

### 3.3 Legal basis of the processing

The processing of your personal data collected when you register is based on consent as you read and accept the privacy policy before you create an account and give any personal information.

Moreover, the processing of your personal data like your IP address, name, surname etc. that we collect to make the payment available, verify your identity, to ensure the security of our website etc. are based on our legitimate interest.

Indeed, to manage your account and provide you the service you demand, we have to collect personal data including name, surname, email address, address, connection data etc.

Processing your data is also necessary for us to fulfil your contract. Without the collection of your personal data, we won't be able to deliver the service you contracted.

## Section 4 – HOW WE USE YOUR INFORMATION

We only process your personal data for the purposes described in this Privacy Policy or as otherwise permitted under applicable law. The processing of your personal data for the purposes described is based on your explicit consent or on the necessity to process your personal data for the purposes of legitimate interests, as provided by Article 9, 2., (a) and (f) of the General Data Protection Regulation (EU) 2016/679 (GDPR). We use information held about you for the following purposes:

4.1. To develop, fulfil, and execute the contract of sale for the products you have purchased and for any other contract between both parties;

4.2. To respond to your requests;

4.3. To provide you with information about our products, which includes sending you commercial information by email or any other similar electronic means of communication (such as SMS), and by calling you. If you are a registered user, you can change your preferences for receiving commercial information by accessing the “My account” section;

4.4. If you pay for Products using a credit card and/or debit card, we will transmit

your card data through Ingenico Payment Services Inc. to the appropriate credit/debit card company. Ingenico Payment Services Inc. does not retain, share, store or use personally identifiable information for any other purposes. To learn how the third-party application uses your information, please review their privacy policy

here: <https://www.ingenico.com/epayments/legal/account-holders>

Ingenico Payment Services Inc. has certified that it adheres to the Safe Harbor Privacy Principles of notice, choice, onward transfer, security, data integrity, access and enforcement. Further info:

<https://payment-services.ingenico.com/int/en/cookie-policy>

4.5. If you select the option to pay by installments and save your card details, you are expressly authorizing us to process said information for that purpose. The card's CVV is only used for the purchase being made and will not be stored or processed as part of the card's details. By giving consent to activate this option, your information will be used automatically in subsequent payments until the full payment has been debited. You can change your card information and revoke your consent for it to be processed at any time by contacting our customer service. PLATINIUM GROUP transmits your card information in accordance with the main internationally accepted standards on confidentiality and security for credit and debit cards. Remember that a secure use of the Website also requires that it be correctly used and that passwords are kept confidential.

## **Section 5 – HOW WE SHARE YOUR INFORMATION**

### **5.1. Personally Identifiable Information:**

PLATINIUM GROUP will not rent or sell your personally identifiable information to others. We may store personal information in locations outside the direct control of PLATINIUM GROUP (for instance, on servers or databases co-located with hosting providers). Any personally identifiable information you elect to make publicly available on our Website, such as customer reviews, will be available to others. If you remove information that you have made public on our Website, copies may remain viewable in cached and archived pages of our Website, or if other users have copied or saved that information.

## 5.2. Subcontractors:

We share personal information necessary to fulfil your order with trusted third parties. We use only processors that guarantee to implement appropriate technical and organizational measures that meet our strict requirements to ensure the protection of your rights. All our subcontractors have been screened for appropriate data protection policies and process the data we share with them only on documented instructions by Platinum Group. These subcontractors have documented their commitment to confidentiality.

## 5.3. Customer Reviews:

Our customer reviews are managed by a third-party application that may require you to register to post a comment. You will need to contact or log in to the third-party application if you want the personal information that was posted to the comments section removed. To learn how the third-party application uses your information, please review their privacy policy. We are using the third-party review site Trustpilot, please refer to their privacy policy here: <https://uk.legal.trustpilot.com/end-user-privacy-terms>

## 5.4. Non-Personally Identifiable Information:

We may share non-personally identifiable information (such as anonymous usage data, referring/exit pages and URLs, platform types, number of clicks, etc.) with interested third parties to help them understand the usage patterns for certain PLATINIUM GROUP Products and those of our partners. Such results consist solely of non-personally identifiable information. Non-personally identifiable information may be stored indefinitely.

## 5.5. Instances Where We Are Required to Share Your Information:

PLATINIUM GROUP will disclose your information where required to do so by law, if subject to subpoena or other legal proceeding or if we reasonably

believe that such action is necessary to (a) comply with the law and the reasonable requests of law enforcement; (b) to enforce our Terms of Service or to protect the security or integrity of our Service; and/or (c) to exercise or protect the rights, property, or personal safety of PLATINIUM GROUP, our users or others.

#### 5.6. Behavioural Targeting / Re-Targeting:

We partner with third parties to display advertising on other Websites. Our third-party partners may use technologies such as cookies to gather information about your activities on our Website and other Websites in order to provide you advertising based upon your browsing activities and interests. The only way to completely “opt out” of the collection of any information through cookies or other tracking technology is to actively manage the settings in your browser or mobile device. Please refer to your browser’s or mobile device’s technical information for instructions on how to delete and disable cookies, and other tracking/recording tools (to learn more about cookies, clear gifs/web beacons and related technologies, you may wish to visit <http://www.allaboutcookies.org> and/or the Network Advertising Initiative’s online resources, at <http://www.networkadvertising.org>). If you access our Website on your mobile device, you may not be able to control tracking technologies through the settings, depending on your device.

#### 5.7. Testimonials:

We display personal testimonials of satisfied customers on our website in addition to other endorsements. With your consent, we may post your testimonial along with your name. If you wish to update or delete your testimonial, you can contact us at [marketing@gootickets.com](mailto:marketing@gootickets.com).

### **Section 6 – HOW WE PROTECT YOUR INFORMATION**

PLATINIUM GROUP is concerned with protecting your privacy and have rigid procedures & systems for data protection by design and default in place to protect the information against unlawful or unauthorised access, accidental loss or destruction, damage, unlawful or unauthorised use and disclosure. We will also take all reasonable precautions to ensure that our staff and employees who have access to personal data about you have received adequate training. Moreover, our staff and employees are bound by obligations of confidentiality.

### SSL Technology & Encryption

When you enter sensitive information on our registration or purchase forms, we encrypt that information using Secure Socket Layer Technology (SSL).

### Server Security & OVH

We follow a series of proven security measures relating to the servers where your data is stored, as contracted with our server provider, OVH. These measures are also outlined in our contract with OVH.

### Replication & Backup of Data

We ensure the proper replication and backup of data as detailed in our data architecture policy and IT operations plan.

### Physical Security Measures

Platinum Group uses an internal protocol for security measures to ensure that outside personnel cannot access our databases. We also apply access restrictions and educate staff members on how to properly handle personal data. All employees also sign a non-disclosure agreement as a part of their contract.

## Notification in Case of Data Breach

In case a personal data breach occurs that could result in a high risk to the rights and freedoms of natural persons, we will notify you immediately in a notification describing the nature of the data breach, the likely consequences of the personal data breach and the measures taken to address it.

We will not notify you of the breach if our technical and organisational protection

measures eliminate the risk of the breach, if the high risk to the rights

and freedoms of data subjects is no longer likely to materialize or if it would involve disproportionate effort. In such a case, we will instead organize a public communication or similar measure where the data subjects are informed in an equally effective manner.

## Disclaimer

Please note that even though Platinum Group use industry-leading measures to protect data, we cannot ensure or warrant the security of any information you transmit to PLATINIUM GROUP or guarantee that your information on the PLATINIUM GROUP Service may not be accessed, disclosed, altered or destroyed by breach of any of our industry standard physical, technical or managerial safeguards. No method of transmission over the Internet or method of electronic storage, is 100% secure, however. Therefore, we cannot guarantee its absolute security. If you have any questions about security on our Site, you can contact us at <http://www.pg-mc.com/contact/>.

## Section 7 – UPDATING OR CORRECTING YOUR PERSONAL DATA

As your data Controller, we want to uphold an honest and transparent policy about your freedoms and rights as a user. This policy outlines the purposes of the processing for which the personal data are intended as well as the legal

basis for the processing, and under sections 6, 7 and 8 you may get an overview of your rights and how to exert them.

For any questions or requests regarding personal data, you may send a request to:

<https://www.gootickets.com/en/contact-form.php>

or send mail to:

PLATINIUM GROUP SAM,  
2 rue du Gabian, "Les Industries" building,  
MC 98000 Monaco

We also offer settings to control and manage the personal data we have stored about you, including the ability to:

**Delete Data:** You can ask us to erase or delete all or some of your personal data (e.g., if it is no longer necessary to provide Services to you).

**Amend or Rectify Data:** You can edit some of your personal data through your account. You can also ask us to amend your data in certain cases, particularly if it is inaccurate.

**Object to, Limit or Restrict Use of Data:** You can ask us to stop using all or some of your personal data (e.g., if we have no legal right to keep using it) or



to limit our use of it (e.g., if your personal data is inaccurate or unlawfully held).

**Right to Access and/or Obtain Your Data:** You can ask us for a copy of your personal data and can ask for a copy of personal data you provided in machine readable form.

**Consent:**

We always give you the option to accept or deny your consent to our collection of data when you:

1. Become a customer, create an account and tick the box “I accept the Terms and Conditions and the Privacy Policy”
2. When you browse our website and view the Cookie Message.

You can withdraw your consent at any time following instructions section 7, without affecting the lawfulness of processing before its withdrawal.

**Right to Restriction of processing:**

You have the right to obtain restriction of (limited) processing of a certain data category if:

- The accuracy of the personal data is contested (allowing for a period enabling us to verify the accuracy of the personal data)
- The processing is unlawful, and you oppose the erasure of the personal data and requests the restriction of their use instead;

- We no longer need the personal data for the purposes of the processing, but it is required for the establishment, exercise or defence of legal claims;
- You exercised your right to object, and the verification whether the legitimate grounds of PLATINIUM GROUP override those of yours, are pending.

**Right to Data Portability:**

You have the right to receive the personal data concerning you, which you have provided us, in a structured, commonly used and machine-readable format. You also have the right to transmit this data to another controller, the processing is based on consent and/or carried out by automated means.

**Right to Object:**

As an internet user, you have the right to object, on grounds relating to your particular

situation, to processing of personal data concerning you that is based on legitimate interest and used for direct marketing or profiling.

If such a claim is made by you, PLATINIUM GROUP shall no longer process the personal data unless we can demonstrate compelling legitimate grounds for the processing that override your interests, rights and freedom or for the establishment, exercise or defence of legal claims.

You can learn more about how to make these requests in subsequent sections of this Privacy Policy. You may also contact us using the contact information listed above or at the end of this policy, and we will consider your request in accordance with applicable laws (reply within 30 days).

You may change your personal data associated with your account on your “My Account” section.

You may also access, request deletion, and correct your personal data by submitting a data request through our Customer Care team or by writing to us at the addresses at the end of this Privacy Policy.

**Right to complaint:**

You have the right to lodge a complaint with a supervisory authority on GDPR aspects.

**Section 8 – CANCELING YOUR ACCOUNT OR DELETING YOUR PERSONAL DATA**

You may choose to close your account in which case we will delete your information, within 30 days of your request. However, we may retain your personal data even after you have closed your account if reasonably necessary to comply with our legal obligations (including law enforcement requests), meet regulatory requirements, resolve disputes, maintain security, prevent fraud and abuse, enforce our Terms of Service or Website Use Policy, or fulfill your request to “unsubscribe” from further messages from us. We will retain de-personalized information after your account has been closed. You can close your account by requesting it through our contact page: <https://www.gootickets.com/en/contact-form.php>

If you would like to access the information that we have about your use of and access to our Services, please request it through our contact form:

<https://www.gootickets.com/en/contact-form.php>

You may also write to us at the address at the end of this Privacy Policy. You can also ask us to stop using all or some of your personal data (e.g., if we have no legal right to keep using it) or to limit our use of it (e.g., your personal data is inaccurate or unlawfully held) by submitting a data request through Customer Support or by writing to us at the addresses at the end of this Privacy Policy.

## **Section 9 – CHOICES REGARDING CONTROL OF YOUR PERSONAL DATA**

You can access some of the information that we collect about you. For example, by logging into your account, you can access information regarding recent orders; certain personal data we maintain about you; your communication preferences; and other settings.

You can ask us for a copy of your personal data in machine readable format on our contact form (<https://www.gootickets.com/en/contact-form.php>). If you have questions on this process, please contact our Customer Care team. You may also contact us by submitting a data request by writing to us at the addresses at the end of this Privacy Policy, and we will consider your request in accordance with applicable laws.

With respect to your communications preferences, you can unsubscribe from newsletters by following the instructions included in the newsletter you receive, or you can log into your account and update your newsletter and email subscription options. If your email address has changed and you would like to continue to receive newsletters, you will need to access your account, update your email address information in your account, and sign up again for the newsletter.

Occasionally, we may send out service emails regarding the fulfilment of your order. These emails you cannot unsubscribe from as they are necessary for us to be able to provide our full service to you.

You also have choices with respect to cookies, as described in our Cookie Policy. By modifying your browser preferences, you may be able to choose to accept all cookies, to be notified when a cookie is set, or to reject all cookies. If you choose to reject all cookies some parts of our Websites may not work properly in your case.

PLATINIUM GROUP agrees to respect the privacy of your personal information and to guarantee your rights to access, rectify, cancel, and oppose by writing to us via our contact form at the end of this Privacy Policy with the subject “GDPR Rights”. If necessary, we may request that you provide a copy of your ID card, passport, or another valid document to identify you.

You hereby guarantee that the personal information you provide is correct and accurate, and you agree to inform us of any change to said information. You will be held solely responsible for any loss or damage caused to the Website, the person in charge of the Website, or to a third party, as a result of providing incorrect, inaccurate, or incomplete information on the registration forms.

## **Section 10 – CONTROLLER**

PLATINIUM GROUP processes Personal Data both as a Processor and as a Controller, as defined in the Directive and the GDPR:

The PLATINIUM GROUP entity, which you as a user entered an agreement with when using PLATINIUM GROUP's platform, will be the Controller and Processor for User data, as outlined above in the "INFORMATION WE COLLECT ABOUT YOU" section.

PLATINIUM GROUP adheres to the Directive of 1995 and the GDPR from May 25th, 2018. Consequently, PLATINIUM GROUP processes all data provided by its Users with accounts in its European Data Region, in the European Economic Area (EEA) only.

All data collected by PLATINIUM GROUP will be stored exclusively in secure hosting facilities provided by OVH Cloud Services. PLATINIUM GROUP has a data processing agreement in place with its provider, ensuring compliance with the Directive. All hosting is performed in accordance with the highest security regulations. All transfers of data internally in the EEA is done in accordance with this data processing agreement.

## **Section 11 – TRANSFER OF DATA INTERNATIONALLY**

If you are visiting our website from outside the European Union, please be aware that you are sending information (including Personal Data) to France where our servers are located. That information may then be transferred to other countries outside of your country of residence, depending on the type of information and how it is stored by us. However, our collection, storage and use of your Personal Data will at all times continue to be governed by this Privacy Policy.

## **Section 12 – COOKIES POLICY**

### **Cookies & Pixel Data:**

When you agree to our use of cookies on our website, you can be assured that we only keep this data as long as we deem necessary. According to our policy, any cookies placed on your device are deleted automatically after 30 days.

Pixel data we collect are only retained for a maximum of 90 days, according to an automated process. Any of this data is anonymous; we cannot identify you as an individual from Pixel or Cookies data.

To make this site work properly, we sometimes place small data files called cookies on your device. Cookies collection is a common practice by established websites to enhance the user experience. A message is displayed on the bottom of the webpage when you enter, to alert you about this feature. By using our site, you agree to our use of cookies according to this policy.

### **12.1 About Cookies:**

A cookie is a small text file that a website saves on your computer or mobile device when you visit the site. It enables the website to remember your actions and preferences (such as login, language, font size and other display preferences) over a period of time, so you don't have to keep re-entering them whenever you come back to the site. Cookies are used to enhance your user experience, and by remembering your preferences they can ensure that you can navigate faster between pages and get a more enjoyable website browsing. The cookie information has a life range of 30 days.

### **12.2 Types of Cookies used**

Strictly necessary cookies

These cookies are strictly necessary to provide the services that you have specifically asked for on our website and essential to enable you to move around our website and use its features, such as check-out and product purchase. Without these cookies, certain services you have asked for, like shopping baskets or check-out, cannot be provided.

#### Performance cookies

These cookies collect anonymous information on the pages visited. They collect information about how visitors use the website as a whole. Hence, they don't collect information that identifies a visitor and are only used to improve how the website works.

#### Functionality cookies

These cookies remember choices you make to improve your experience. They allow our website to remember choices you make (such as your user name, language or the region you are in) and provide enhanced, more personal features. These cookies can also be used to remember changes you have made to text size, fonts and other parts of web pages that are customisable.

#### Third Party Cookies

When you use our website, you may notice content provided by somebody other than PLATINIUM GROUP, for example a third-party company, and you may be sent cookies by these companies. Also, if you 'share' PLATINIUM GROUP content through social networks – such as Facebook and Twitter - you may be sent cookies from these websites.



It's important for you to know that we have no access to or control over cookies used by these third-party websites, nor can these third parties access the data in cookies used by PLATINIUM GROUP. We suggest that you consult the third-party websites for more information about their cookies and how to manage them.

### **12.3 Controlling Cookies**

You can control and/or delete cookies as you wish by setting up your browser accordingly – for details, see [aboutcookies.org](http://aboutcookies.org). You can delete all cookies that are already on your computer and you can set most browsers to prevent them from being placed on your device. If you do this, however, you may have to manually adjust some preferences every time you visit a site and you may not be able to enjoy all the features of our website.

### **12.4 - Hyperlinks**

#### **11.4.1 Links to External Websites**

This website or affiliated platforms may contain hyperlinks to websites operated by parties other than PLATINIUM GROUP. Such hyperlinks are provided for your reference only. PLATINIUM GROUP does not control these websites and is not accountable for their contents or how they collect and handle your data.

#### **12.4.2 Hyperlink authorization**

Links towards this site and towards other sites must be subject to pre-existent authorization from PLATINIUM GROUP. The website can supply the user, as well as third parties, with links towards other sites and other internet sources. PLATINIUM GROUP does not control these websites and cannot be held accountable, nor carry any responsibility pertaining to the content, publicity, products, services or all other available material from these third-party websites. PLATINIUM GROUP cannot be held responsible for any proven damages or invoked losses, linked to the use or trust given to these third-party websites or to their available goods and services. If a link were to direct the user towards illegal content, in offense with current legislation, the user should then interrupt his visit of the site, at his/her own risk of undergoing the provided sanctions for such an offense and having to respond to legal action initiated against him/her in justice. In such a case, PLATINIUM GROUP invites the user to inform the company as well as the competent authorities of such an illegal site immediately.

### **Changes to our Privacy & Cookies Policy**

All changes to this Privacy Policy are effective when they are posted on this page. When we change the policy in a material manner, we will let you know via email and/or a prominent notice on our Site, when the change becomes effective.

### **Privacy Contact**

You can contact us at any time to:

- Request access to information that PLATINIUM GROUP has about you
- Correct any information that PLATINIUM GROUP has about you
- Delete information that PLATINIUM GROUP has about you

If you have any questions about this Privacy Policy, the practices of this Site, or your dealings with this website, please contact us at:

<https://www.gootickets.com/en/contact-form.php>

or send mail to:

PLATINIUM GROUP SAM,

2 rue du Gabian, "Les Industries" building,

MC 98000

Monaco