

Policy Documentation: Privacy Statement

Version 1.0

INTRO

1. Welcome to Pandafest Ltd's Privacy Statement You might be viewing this through our website or mobile application (which we'll collectively call our "Platform" for short).
2. We care about being transparent with you about what information we collect when you choose our events and how we use that information. It's important to us that we give you as much choice and control over your information as we can.
3. Here, we explain the ways we collect and use your information when you browse or engage with our Platform, purchase tickets to the festivals and events that we organise (the "Events"), purchase or engage with other goods or services that we offer or otherwise interact with us. We also explain the different rights you have over your information.
4. In this Privacy and Cookies Statement, when we refer to "you" and "your" we mean you, the person using the Platform or attending an Event or otherwise interacting with us.

AGE

5. Please refer to the Event's Terms and Conditions to check the Event's age policy. If the Events you are attending or are interested in allow people under the age of 18 to attend (with an accompanying adult) and you yourself are under 18, you must have the permission of your parent or legal guardian ("Your Adult") to use our Platform and only Your Adult will be able to purchase tickets for the Event. You should also make sure that Your Adult reads this Privacy and Cookies Statement.
6. If you are a parent or legal guardian and believe your child has given us information in a way that is contrary to these guidelines, please contact us using our contact details below.

ABOUT US

7. We are PandaFest Ltd, a company incorporated in England and Wales. Our company number is 012132203. Our registered address is An Avalennek Koth The Old Coach Road, Lamorrick, Lanivet, United Kingdom, PL30 5HB

INFORMATION WE COLLECT FROM YOU DIRECTLY

8. Newsletters
 - 8.1. If you register for one of our newsletters or request any advance information about our Events or services (such as access to pre-registration or early bird tickets), we will collect your name and contact details.
9. Purchases
 - 9.1. If you make a purchase with us (whether for an Event ticket, Event package or any other goods and/or services) we'll collect any information necessary to provide you with your purchase. For example:

- 9.1.1. we'll typically ask for your name, age, email address, account password, date of birth, and payment details so we can process your Event ticket purchase, deliver your ticket and/or your cashless payment wristband to you. We may also request Your Adult's details (if applicable) or other emergency contact information;
- 9.1.2. we'll collect information about any particular requirements you may have in order to gain access to an Event: this may mean providing us with information about your physical health or similarly sensitive information;
- 9.1.3. if there are circumstances where we need to verify your age for entry to an Event or for fraud prevention and detection, we will ask for proof of identity and age (such as a driver's licence or passport); and
- 9.1.4. we may (if applicable), collect additional information specifically relevant to the goods and/or services that you are purchasing. For example: if you buy a Park & Ride ticket we might ask for your vehicle registration number to manage vehicles at our Events, or if you choose a glamping experience we might need your credit card details for your damage deposit.

10. Promotions and Surveys

- 10.1. Every now and again, we might invite you to participate in competitions, promotions or surveys. We'll collect information so you can participate in these and deliver the prize if you win: this will include details such as your name, age and email address and any other information you provide in connection with your promotion entry and/or survey response.

11. Health and welfare

- 11.1. If you ever need to visit one of the health and welfare tents or facilities at one of our Events, you might need to give certain health or medical information which may be considered sensitive information. Sometimes, these services will be managed by a third party at the Event and not us, in which case we won't have control or visibility of the information you give and this Privacy and Cookies Statement won't apply.

INFORMATION WE COLLECT FROM YOU INDIRECTLY

12. Communications

- 12.1. If you contact us through the live chat functionality on our Platform (if applicable), through one of our online forms, or our social media channels, by phone or email, we may keep a copy or record of that correspondence.

13. IP address and device information

- 13.1. We will collect certain technical information about your device visits to our Platform and how you use the Platform. This may include your IP address, geographical location, device details such as your IMEI number, the MAC address of the Device's wireless network interface), browser type, referral source, length of visit, operating system, number of page views and similar information. This information may be collected by a third-party analytics service provider on our behalf and/or may be collected using cookies. For more details about cookies please see the specific section below.

14. Social Media and Information you post online and reviews

- 14.1. We might collect information relating to any social media posts or comments you share online about our Events that are in the public domain (for instance, if you leave a review about our Event on a third-party social media site like Facebook). If you leave a comment or review on one of our social media official pages (such as through our Facebook, twitter or Instagram accounts), we may use this information to respond to your posts. We are not in control of these third-party platforms and you should refer their privacy notices if you want to know more about how they use the information you share online.

INFORMATION WE GET FROM THIRD PARTIES

15. Ticket agents and service providers

- 15.1. We will collect information about you from third parties that we work closely with so we are able to deliver the goods or services you have requested. For example, we might work with a ticket agent who will sell you a ticket to our Event. In those circumstances, they might give us your details so we can provide you with access to the Events you bought tickets for, or other ancillary services. We might also use third-party companies to manage our payment systems or Platform, they may collect information directly from you on our behalf.

16. Other third-party sites

- 16.1. We might receive information about you from other third parties where you have agreed to them sharing your information with us for specific purposes (such as marketing).

HOW WE USE INFORMATION THAT WE COLLECT ABOUT YOU

17. We may use your information for the following purposes:

- 17.1. Service and Operational Purposes
- 17.2. to provide you with your Event ticket or any other goods, services and information that you have requested from us;
- 17.3. to manage your entry to our Events, including age and identification verification;
- 17.4. to provide you customer service and support, deal with enquiries or update you of changes to our Events, our Platform or other services;
- 17.5. we might contact you by phone to offer assistance if you have entered your contact details on our Platform to purchase our Events but have not completed your purchase;
- 17.6. to improve and update our Platform and to make sure that content from our Platform is presented to you in the most effective and optimal manner (please view the specific Cookies section for more information);
- 17.7. to carry out aggregated and anonymised research about general engagement with our Events, Platform and other goods and services; and

- 17.8. to allow us to monitor access to, and attendance at, our Events for health, safety and security purposes.
- 18. Marketing Purposes
 - 18.1. We may use your information for marketing purposes, either by email, SMS and/or phone. We will of course give you the opportunity to choose whether we contact you for marketing purposes and we will respect your choices at every stage.
- 19. Legal Purposes
 - 19.1. We may use your information to enable us to enforce our legal rights, and/or to protect the rights, property or safety of our employees and/or other third parties.

WHO WE MIGHT SHARE YOUR INFORMATION WITH

- 20. We might share your personal information with:
 - 20.1. selected third parties that we work with, so we are able put on the Events you love and choose to attend. For example, when you register to attend an Event we host, we might need to share your information with third party sub-contractors or service providers that help us to put on our Events (such as venue or security staff);
 - 20.2. any other third party that you have indicated you are happy for us to share your information with for marketing purposes;
 - 20.3. advertisers and advertising networks so they can serve relevant adverts to you. This information will only be used in anonymised or aggregated form. For example, we might provide information that 500 men aged under 30 have clicked on a particular advertisement on any given day;
 - 20.4. prospective sellers or buyers of any business or assets if, we need to disclose information about people who attend our Events or use our products or services;
 - 20.5. any other third parties where it's necessary to enforce our legal rights, or to protect the rights, property or safety of our employees or third parties, or where such disclosure is required by law.

THIRD PARTY CONTENT, SITES AND CONTRIBUTORS

- 21. Our Platform may contain content and links to other sites that are operated by third parties that may also operate cookies. We don't control these third-party sites or cookies and this Privacy and Cookies Statement does not apply to them. Please visit the terms and conditions and Privacy and Cookies Statement of the relevant third-party site to find out how that site collects and uses your information and to establish whether and for what purpose they use cookies.

HOW WE LOOK AFTER YOUR INFORMATION AND HOW LONG WE KEEP IT FOR

- 22. We use appropriate technological and operational security measures to protect your information against any unauthorised access or unlawful use. However, transmission of information over the internet can be insecure, which means we are unable to completely guarantee the security of information sent over the internet.

23. We'll keep your information for as long as is necessary to provide you with the services that you have requested from us, to market to you (if applicable), to enforce or defend our legal rights, or in accordance with any legal obligations to which we might be subject.

WHERE WE STORE YOUR INFORMATION

24. We might transfer your information to a country which is outside the European Economic Area (EEA). If we do, we'll ensure that your information is protected in accordance with our obligations under applicable data protection laws including, if appropriate, putting in place any necessary contractual arrangements with any recipients of your information outside the EEA.

YOUR RIGHTS AND CHOICES OVER THE INFORMATION WE HOLD ABOUT YOU

25. You have certain rights in respect of the information that we hold about you, which we value. These rights include:
 - 25.1. the right to ask us not to use your personal data for marketing purposes (remember, you can unsubscribe from any marketing by clicking on the "unsubscribe" in any marketing communication you receive or contact us using the details below);
 - 25.2. the right to request access to the information that we hold about you; and
 - 25.3. if you believe the information that we hold about you is wrong, you can ask us to correct it.
26. You may exercise your rights above by contacting us using the details below.

HOW TO CONTACT US

27. If you have any questions or would like to contact us about this Privacy and Cookies Statement, please do so at the following:
 - 27.1. Address: An Avalennek Koth The Old Coach Road, Lamorrick, Lanivet, United Kingdom, PL30 5HB
 - 27.2. Email: pandafestofficial@gmail.com

CHANGES TO THIS PRIVACY AND COOKIES STATEMENT

28. We may make changes to this Privacy and Cookies Statement from time to time. We will post any changes to our Platform, or notify you of any material changes by e-mail. Any changes will come into effect the next time you engage with us after the changes have been notified.