

GET-IN PRIVACY POLICY

Please read this privacy policy if you use the GET-IN mobile software application (the “App”), or the GET-IN website (together with the App, the “GET-IN Solution”) in the USA.

As well as to users of the GET-IN Solution, this Privacy Policy also applies to any other individuals whose data we may process, except for our employees, candidates, event partners and/or artists. If you are under these data subjects’ categories, please check out the relevant privacy policy for you, which you can find [here](#).

This privacy policy explains how GET-IN INC. (“GET-IN”, “we” or “us”) uses your personal information to provide the GET-IN Solution. If you have any questions about this privacy policy, feel free to contact us at privacy@get-in.com. If we make any changes to the way we use your personal information, we will let you know by posting a notice on the GET-IN Solution or sending you an email at the email address provided at the time you registered.

PLEASE READ THIS PRIVACY POLICY CAREFULLY BEFORE ACCESSING AND USING THE GET-IN SERVICES. BY ACCESSING OR USING THE GET-IN SERVICES YOU ARE ACCEPTING THE PRACTICES DESCRIBED IN THIS PRIVACY POLICY. IF YOU DISAGREE TO ANY TERM PROVIDED HEREIN, YOU MAY NOT ACCESS OR USE THE SERVICES. PLEASE NOTE -- YOU ARE NOT OBLIGATED BY LAW TO PROVIDE US WITH ANY PERSONAL INFORMATION.

1. ABOUT US

1.1 GET-IN comprises various affiliates, including (the “GET-IN Group”). We are a ticketing platform used by promoters, organizers, managers, artists and venues of music, entertainment, sports and similar events (each, an “Event Partners”). This privacy policy explains how we use your personal information and other data we collect when you use the GET-IN Solution.

2. COLLECTED INFORMATION

2.1. To help us manage your registration and ticket sales, we will process and store all personal information you give when you register on the GET-IN Solution, and any personal information which is generated when you navigate and use the GET-IN Solution. We also use this information to analyze trends in your behavior as this helps us to determine your preferences, habits, tastes, geographic location and favorite artists and events, which will maximize your use and enjoyment of the GET-IN Solution.

2.2. The types of personal information we collect may include:

- (a) **Contact details** – including your name, email address, phone number, ID, postal address, and date of birth. You will also have the option to add these details for each ticket holder of a ticket purchased via the GET-IN

Solution (“Additional User Data”), giving GET-IN or our Event Partner the ability to contact each ticket holder after an event has occurred if it is required for administrative reasons.

- (b) **Payment card and billing details** – when you buy tickets or other items via the GET-IN Solution, we will need your payment and billing information (such as your address and postcode) so we can handle the processing and dispatch of ticket orders;
- (c) **Location data** – we may collect your IP address, and if you allow us to connect to your device’s geolocation functionality, we may collect your GPS data. We will use the location data to improve personalized recommendations on the GET-IN Solution on what events are taking place near you. You can turn off the App's ability to access your geolocation at any time through your device’s general or privacy settings;
- (d) **Your image or recordings** – we might get photographs, audio or video recordings of events listed on the GET-IN Solution. We may reproduce and/or publish your image (as part of a general photograph of an event) on the GET-IN Solution and in other promotional materials, social networking channels and other materials related to the GET-IN Solution;
- (e) **Your preferences** – we may collect information about your purchase history, events you have viewed, attended, enquired about, shared or invited people to attend, and any feedback you may give or reviews you may submit;
- (f) **Your interactions with us** – for example if you send us information via email, survey, social media, customer service communications or other methods, this may be stored on our systems; and
- (g) **Technical information** – when you use the GET-IN Solution, we automatically receive and record information on our server logs from your browser or mobile platform, including the location, IP address, strictly necessary cookie information and details about the page you requested. We also collect information regarding your use of the GET-IN Solution, mobile device information and browser information.

3. USE OF YOUR PERSONAL INFORMATION

3.1. As well as the purposes described elsewhere in this Privacy Policy, we use your personal information to:

- (a) run the GET-IN Solution or any other purposes required in order to allow us to provide the GET-IN Solution to you;
- (b) communicate with you via email, SMS, in-App notifications and push notifications about your purchases on the GET-IN Solution, including tickets (and the events they relate to) and any other non-ticket items;
- (c) fulfil your orders for tickets and other non-ticket items purchased via the GET-IN Solution;
- (d) provide better content, services, marketing, and support to you. For example, we may need to use your information to administer your account

or provide you with information in connection with any purchases or events you have expressed an interest in;

- (e) to profile individual and demographic trends of events you attend or interest you show in certain events and artists. This helps us to provide recommendations of similar things you might like or find interesting (via the Discovery feature or otherwise). We do this by making assumptions based on an analysis of the information we hold, including the events you have viewed, waiting lists you have joined, and tickets you have purchased. For example, if you purchased tickets to an event, we might show you more events of this specific genre or type, or events by similar artists.

3.2. We use information that we collect about you to for operational purposes, including:

- (a) to provide customer service, including to respond to your enquiries and answer any of your requests for information;
- (b) carry out verification checks, including to verify your identity when collecting tickets at a venue, to check that you meet any minimum age requirements, or to check that any restrictions on the reselling of tickets have been complied with;
- (c) to send you important information regarding our services, or other technical notices, updates, security alerts, and support and administrative messages;
- (d) as we believe to be necessary or appropriate under any applicable law, to enforce our rights or to respond to requests from law enforcement and any other government authorities.

3.3. We also use your personal data on the following bases:

- (a) your consent;
- (b) as necessary to perform a contract that you have entered;
- (c) in our reasonable interests, including to improve the performance of the GET-IN Solution and in order to enhance your experience of the GET-IN Solution; and/or
- (d) to comply with a legal obligation.

3.4. Where we rely on your consent to process your personal data (e.g. marketing), you can withdraw your consent at any time by emailing us at privacy@get-in.com or in any other way explained in this privacy policy. If you withdraw your consent, this will not affect the lawfulness of any processing which took place before your withdrawal.

4. MARKETING

4.1. We may send you marketing communications via email and push notifications. You can choose to opt-in to marketing communications and push notifications when registering on the GET-IN Solution. If you change your mind

about receiving any marketing emails from us or wish to unsubscribe from emails, you can send us an email to privacy@get-in.com. If you do not want to receive push notifications from us, you can opt out by changing your preferences in the 'Messages' control center in the App or change the appropriate settings directly on your mobile device. To access the communication controls center ('Messages') you must have the App version 3.17.0 or above.

4.2. Where you opt out of receiving these marketing communications, we may still process your personal data for other required purposes, as explained in Section 3 above.

4.3. On registration, we will also ask you if you consent to receive marketing messages from our Event Partners and other third parties involved in providing an event you have purchased ticket(s) to. If you opt in to such marketing messages, we will pass your details, such as email address, city or full residence, full name and date of birth to the relevant Event Partner or third party so that they can contact you for this purpose. If you change your mind and do not want to receive such marketing messages, you can opt out by contacting that third party directly or by unsubscribing using any available 'unsubscribe' link or similar in that third party's emails to you. Alternatively, to opt out of marketing messages from all third parties, you could edit your preferences in the communication controls center in the App (called 'Messages'). We will notify the relevant third parties of your change in preferences, normally within 7 business days. Note that it may take longer for each third party to action your request.

5. DISCLOSURE OF YOUR INFORMATION

5.1. We will not rent or sell your personal information to anyone without your explicit consent, but so we can carry out our duties and obligations in connection with the GET-IN Services, we may share your personal information in the ways described below:

- (a) **Agents and suppliers** – We employ third party companies/individuals to perform functions on our behalf, for example our payment processing suppliers, IT service providers, data analytics services providers and marketing agencies. We do not share your personal information with our agents or suppliers except as is necessary to enable them to provide us with a service. We may disclose your personal data to the following categories of third-party recipients:

Recipient category	Explanation
Hosting	We may share your personal data with cloud storage providers.

Analytic tools	We may share your personal data with analytics and search engine service providers.
Administration and support tools	We may share your personal data with support software providers.
Emailing	We may share your personal data with emailing service providers.
CRM	We may share your personal data with CRM providers.
Payment processing	We may share your personal data with online payment processing providers.
Messaging and collaboration tools	We may share your personal data with messaging and collaboration software providers.

(b) **Third Parties** – We may integrate with other third party products and services to enable such features of the GET-IN Solution. We do not share your personal information with those third parties who supply such features except as is necessary to allow them to perform the features requiring their integration.

(c) **Event Partners** – We are a ticketing platform, so we sell you tickets to events on behalf of the Event Partner for that event. So, we need to share your personal details with them and other parties involved in the provision of the event (such as the venue) so they can provide you with information about the event such as last-minute changes, or for the purposes of ticket validation when you enter a venue. We may also need to share your information with them in terms of sales control. Event partners can access customer information such as name, email address, ID, country of origin and a phone number, and we may share this information with them if this is needed for them to comply with any legal requirements or obligations that they are subject to. We are not responsible or liable for the actions of any third parties, and if you wish to complain about the use of your

personal information by any third party then you should contact them directly.

(d) **Artists** - If you follow an artist using the App, we may also share your information with them. We are not responsible or liable for the actions of any third parties, and if you wish to complain about the use of your personal information by any third party then you should contact them directly.

(e) **Other reasons** - We may also share your personal information with a purchaser or potential purchaser of our business and in some circumstances, we may have to disclose your personal information by law, either because a court or the police or other law enforcement agency has asked us for it, to enforce our legal rights, or to prevent fraud or ticket-touting for example.

5.2. We may also provide our partners with anonymous information about how users, collectively, use the App and website so that they can understand how often people use their services, the App and the website.

5.3. By providing us with personal information, you consent to the disclosure of your information outside the US and acknowledge that we are not required to ensure that overseas recipients handle that personal information in compliance with US federal data protection laws. You acknowledge that some overseas third parties may not be regulated by US data protection laws and if any third party engages in any act or practice that contravenes these laws, it would not be accountable under US legislation and you will not be able to seek redress under US data protection laws.

6. INFORMATION ABOUT OTHER INDIVIDUALS

6.1. If you give us information (including personal information) on behalf of someone else, you confirm that the other person has given you permission to act on his/her behalf and has agreed that you can:

1. provide their personal information to us;
2. receive on their behalf any data protection notices; and
3. give consent to the transfer of their personal data abroad.

6.2. We will need to see proof of this consent, so will ask you to provide GET-IN with the written authorization from them or the document which demonstrates power to represent them. If these documents are not available, we will be able to accept any appropriate alternatives.

6.3. Where personal data has not been obtained from a data subject, this privacy policy explains how their data is processed.

7. DATA RETENTION

7.1. We may hold on to your personal data for as long as we need to for the purposes for which it is processed or as is otherwise required by applicable law. If you terminate your account on the App and/or website, stop using the GET-IN Solution, or our agreement with you under the Terms of Use is terminated, we will delete your information as it is no longer relevant, but we might need to continue to process your personal data as required under applicable law, in order to establish, exercise or defend legal claims where relevant.

7.2. We calculate the appropriate retention period for your data by considering the nature and sensitivity of the data, the purposes for which we are processing the data, and any applicable statutory retention periods. Using these criteria, we regularly review the personal data which we hold and the purposes for which it is held and processed. Once processing has been completed, we may securely delete or anonymize your personal data.

7.3. We may delete your account or specific information before deactivating your account if we believe it may no longer be relevant, or where an account has been inactive for more than a year. Purchase history may be deleted after 7 years.

If you would like any more information about our retention periods, please contact us at privacy@get-in.com.

8. YOUR RIGHTS

You are entitled to certain rights relating to our handling of your personal data, as described below.

8.1. You can request details of the personal information that we hold about you under data protection laws. If you would like a copy of the information held about you please write to us at privacy@get-in.com.

8.2. If you think any information we have about you is incorrect or incomplete, please write to us at privacy@get-in.com as soon as possible. We will correct or update any information as soon as we can.

8.3. You have the right to erasure of your data, as well as a right to deactivate your account (in which case only your user ID and ticket history will be retained for our records). We are not required to delete any information needed to establish, exercise or defend against legal claims, or that we need to retain in order to comply with the law.

If you would like to exercise these rights, please write to us at privacy@get-in.com.

9. CHILDREN'S PRIVACY

GET-IN does not knowingly collect or solicit any information from anyone under the age of 13, or anyone under the age of 18 who has not received permission from a parent or legal guardian to use the GET-IN Services. GET-IN does not

knowingly allow such persons to register for the services. The Service and/or the Platform and its content are not directed at children under the age of 13, or to children under the age of 18 who have not received permission from a parent or legal guardian to use the Service and/or the Platform. In the event that we learn that we have collected personal information from a child under age 13, or a child under the age of 18 who has not received permission from a parent or legal guardian to use the Service, we will delete that information as quickly as possible. If you are a parent or legal guardian and think either that your child under 13 has given us information, or that your child under 18 has used the Service and given us information without your permission, please contact us at: privacy@get-in.com.

10. INTERNATIONAL DATA TRANSFER

Your information collected through the GET-IN Services may be stored and processed in the United States or any other country in which the GET-IN Group maintain operations. GET-IN and/or any affiliate thereof within the GET-IN Group may transfer information that we collect about you, including personal information across borders and from your country or jurisdiction to other countries or jurisdictions around the world. If you are located in the European Union or other regions with laws governing data collection and use that may differ from United States law, please note that we may transfer information, including personal information, to a country and jurisdiction that does not have the same data protection laws as your jurisdiction. By registering for and using the GET-IN Services you consent to the transfer of information to the United States or to any other country in which the GET-IN Group operates and the use and disclosure of information about you as described in this Privacy Policy.

11. COOKIES

11.1. Our website and our app use cookies to distinguish you from other users of our website and our app. This helps us to provide you with a good experience when you browse our website and when you use our app and allows us to improve our site. A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your device (if you agree). Cookies contain information that is transferred to your device hard drive.

11.2. We use the following cookies on our website and/or our app:

- (a) **Strictly necessary cookies.** These are cookies that we require to operate our website and app. They include, for example, cookies that enable you to log into secure areas of our website and app, use a shopping cart or make use of e-billing services. We also include among these cookies a combination of Google Analytics and proprietary tracking cookies that allow us to attribute purchases to partners, which is necessary for us to be able to fulfil our obligations under these agreements as our business model relies on it. This data is intended for internal use only and short expiry periods are set. You can contact us at privacy@get-in.com for further information.
- (b) **Analytical/performance cookies.** These allow us to recognize and count the number of visitors and to see how visitors move around our website and app when they are using it. This helps us to improve the way our

website and app works, for example, by ensuring that users are finding what they are looking for easily.

- (c) **Functionality cookies.** These are used to recognize you when you return to our website. This enables us to personalize our content for you, greet you by name and remember your preferences (for example, your choice of language or region).
- (d) **Targeting cookies.** These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose. Where this information is used for any marketing purposes, we will ask for your consent first.

11.3. When you use our website for the first time you are given the opportunity to accept or decline cookies which are not strictly necessary. By using the tick boxes on the cookie banner, you are consenting to or declining our use of cookies by category as set out in this policy. You can also change your cookie consents at any time by accessing the cookie banner or by emailing us on privacy@get-in.com. You can set up your preferences the first time you visit our website and at any time through our cookie banner or by contacting us on privacy@get-in.com.

11.4 The cookies described above will be installed when you download the app. If you have any questions about them, you can contact us at privacy@get-in.com before downloading the app. You can change your cookie preferences at any time by contacting us at privacy@get-in.com.

11.5 You can delete all cookies that are already on your device by clearing the browsing history of your browser. This will remove all cookies from all websites you have visited. Browsers also allow you to control access to cookies. You can find below the links providing information about how you can do this for the major browsers:

Microsoft Edge: <https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy>

Internet Explorer: <https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies>

Chrome: <https://support.google.com/chrome/answer/95647?hl=en-GB>

Firefox: <https://support.mozilla.org/en-US/kb/delete-browsing-search-download-history-firefox>

Safari: <https://support.apple.com/es-es/guide/safari/manage-cookies-and-website-data-sfri11471/mac>

Our use of cookies is proportionate in relation to our intended outcome and limited to what is necessary to achieve our purpose.

1. **Session cookies.** These cookies allow us to recognize and link the actions of a user during a browsing session. They are temporary and expire at the end of a browser session, normally when you exit the browser.
2. **Persistent cookies.** This category encompasses all cookies that are stored on a user's device in-between sessions. All persistent cookies have an expiration date written into their code, but their duration can vary for each category or specific cookie. The persistent cookies we use normally expire after six months. If you require more information regarding the duration of a particular cookie used by us, please contact us on help@get-in.com.

12. CALIFORNIA PRIVACY DISCLOSURE

The Privacy Policy describes the personal information that we collect, the sources from which we collect it, the purposes for which we use it, the limited circumstances under which we share personal information, and with whom we share it. These additional disclosures are required by the California Consumer Privacy Act and the California "Shine the Light" Law.

A. Categories of Personal Information Collected

The personal information that Company collects, or has collected, from consumers in the twelve months prior to the effective date of this California Notice, fall into the following categories established by the California Consumer Privacy Act, depending on which Services are used:

1. Identifiers such as your name, alias, E-mail address, phone number, or IP address;
2. Personal information, such as credit card number;
3. Age or other protected classifications, for example as collected on sign-up and disclosed in your user-generated content;
4. Commercial information, such as purchase and content streaming activity;
5. Internet or other electronic network activity information, including content interaction information, browsing history, and search history;

6. Audio or visual information, such as video and audio recordings if you upload user-generated content;
7. Professional information, for example data related to your channel if you stream on Company; and
8. Inference data, such as information about your purchase and viewing preferences.

B. Categories of Personal Information Disclosed for a Business Purpose

The personal information that GET-IN disclosed about consumers for a business purpose in the twelve (12) months prior to the effective date of this California Notice fall into the following categories established by the California Consumer Privacy Act, depending on which Services are used.

1. Identifiers such as your name, alias, email address, phone numbers, or IP address, for example when you visit a channel with an Extension that requires your IP address (see “Extensions” in our Privacy Notice for more information);
2. Personal information, such as a credit card number, for example if we use a service provider to process payments;
3. Age or other protected classifications, for example if you choose to participate in a survey distributed by a survey provider;
4. Commercial information, such as purchase details if a third party service provider is assisting to provide the Services with which you interact;
5. Internet or other electronic network activity information, such as if we use a service provider to help us gather crash reports for analyzing the health of our services;
6. Professional information, for example if an affiliate or service provider assists in processing your payments; and
7. Inference data, such as information about your purchase and viewing preferences, for example if a service provider assists us in serving you relevant advertisements.

C. Data Access & Deletion Rights

You may have the right under the California Consumer Privacy Act to request information about the collection of your personal information by Company, or access to or deletion of your personal information. You may contact us at the following email address: privacy@get-in.com. Please note that certain information may be exempt from such requests under California law and that, depending on your data choices, certain services may be limited or unavailable. We will not discriminate against you for exercising your rights.

D. No Sale of Personal Information

In the twelve (12) months prior to the effective date of this California Notice, Company has not sold any personal information of consumer as those terms are defined under the California Consumer Privacy Act.

13. INFORMATION SECURITY

We take great care in implementing and maintaining the security of the GET-IN Services. We employ industry standard procedures and policies to ensure the protection of personal information, and to prevent unauthorized use of any such information. Among other means we use Secure Socket Layer (SSL) technology, which creates an encrypted link between our web server and your browser, and provides a secured path of communication to ensure the information remains protected and private. Please note however, that regardless of the measures we take and the efforts we make, we cannot and do not guarantee the absolute protection and security of any personal information.

14. CONTACT AND COMPLAINTS

If you have any complaints about how we handle your personal information, please contact us at privacy@get-in.com.

15. GENERAL INFORMATION

This Privacy Policy, its interpretation, and any claims and disputes related hereto, shall be governed by the laws of the State of Florida. Any and all such claims and disputes shall be exclusively adjudicated in accordance with the dispute resolution provision set forth in the GET-IN Terms of Services. The GET-IN Services may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites may have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal information to these websites.

16. CHANGES AND UPDATES TO THIS PRIVACY POLICY

GET-IN reserves the right to change, modify, add, or remove portions of this Privacy Policy at any time (for example to reflect updates to the services or to reflect changes in the law). Please check this Privacy Policy periodically for those changes. Your continued use of the GET-IN Services after the posting of changes constitutes your binding acceptance of such changes.

Last Updated: **July 2024**

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17. GETIN CONNECTOR FOR CHATGPT

17.1. This section explains how GET-IN handles information when you use the GetIn connector in ChatGPT. It supplements the other provisions of this Privacy Policy.

17.2. What the connector does

The connector can search GET-IN's public event catalogue and show event details, ticket prices, and availability. If you choose to connect your GET-IN account, it can also show your account name, tickets, and saved events. Ticket purchases take place on GET-IN and are not completed through the connector.

17.3. Information involved

To respond to your request, GET-IN receives the request and relevant search filters. For a connected account, GET-IN may return the account name and the ticket or saved-event information required for the request, including event details, ticket type, ticket count, price and currency, order status, order number, and links to GET-IN ticket or event pages. The connector does not request or receive your GET-IN password, payment-card information, or one-time sign-in codes.

17.4. Sharing with ChatGPT

When you use the connector, ChatGPT sends the request to GET-IN and GET-IN returns the requested result to ChatGPT. OpenAI, as the provider of ChatGPT, processes the request and result under its own terms and privacy practices. GET-IN uses this exchange to provide the connector's event-discovery and account features.

17.5. Your choice and access controls

Public event search does not require a GET-IN account. Personal information is available through the connector only after you choose to connect your account through the GET-IN sign-in and consent flow. You can stop future personal-data requests by disconnecting GET-IN in ChatGPT. The retention, security, and privacy-rights provisions of this Privacy Policy also apply to information processed through the connector. For privacy questions or requests, contact privacy@get-in.com.

Last Updated: October 2026