ticketpay

Privacy policy (Shop)

I. Preliminary remarks

This privacy policy applies to the processing of your data, namely your personal data on the website "shop.ticketpay.de" with all secondary and subpages (shop or shop page). TicketPAY Europe GmbH, Herbert-Rust-Weg 27, 59071 Hamm, Germany (operator) is responsible for data processing. The operator's e-mail address is: datasecurity@ticketpay.de. The full contact details can be found in the imprint.

The shop is used by event organizers to sell digital admission tickets for events of all kinds.

You can access the content of this declaration at any time via this subpage on the shop and also save or print it out using the corresponding function of your Internet browser.

The operator takes the protection of your data seriously and complies with data protection laws. These laws serve to protect natural persons when processing personal data. Personal data is any information relating to an identified or identifiable natural person. Such data is only processed to the extent necessary for the performance of a contract, to fulfill legal obligations or to provide and improve the shop. Processing for provision and improvement only takes place if this is stated below, specified in a separate consent, ordered by an authority or court or otherwise provided for by law.

The data is processed by the operator or by processors on behalf of the operator in the member states of the European Union (EU) or the European Economic Area (EEA). In particular, the internet servers used by or on behalf of the operator for data processing are located in the member states of the EU or the EEA. Data is not transferred to servers in a third country or an international organization. If, contrary to this principle, we transfer data to a third country, this is only done to service providers that ensure an appropriate level of protection (e.g. certification under the "EU-US Data Privacy Framework" (DPF) or via suitable additional guarantees).

With regard to the processing for contract execution, reference is also made to the operator's GTC, namely the General Terms and Conditions TicketPAY for organizers on the one hand and the General Terms and Conditions TicketPAY for attendees on the other hand.

With regard to the transmission of data due to statutory reporting obligations, please also refer to the notification that you may receive separately in accordance with the relevant regulations.

This shop page uses SSL or TLS encryption for security reasons and to protect the transmission of confidential content, such as orders or inquiries that you send to us as the operator. You can

recognize an encrypted connection by the fact that the address line of the browser changes from "http://" to "https://" and by the lock symbol in your browser line. If SSL or TLS encryption is activated, the data you transmit to us cannot be read by third parties.

II. Hosting and Content Delivery Networks (CDN)

We host the content of our website with the following providers:

1. Amazon Web Services (AWS)

The provider is Amazon Web Services EMEA SARL, 38 Avenue John F. Kennedy, 1855 Luxembourg (hereinafter referred to as AWS).

When you visit our website, your personal data is processed on the servers of AWS. Personal data may also be transferred to the parent company of AWS in the USA. The data transfer to the USA is based on the EU standard contractual clauses. You can find details here: https://aws.amazon.com/de/blogs/security/aws-gdpr-data-processing-addendum/

Further information can be found in the AWS privacy policy: https://aws.amazon.com/de/privacy/?nc1=f_pr

The use of AWS is based on Art. 6 para. 1 lit. f GDPR. We have a legitimate interest in displaying our website as reliably as possible. If a corresponding consent has been requested, the processing is carried out exclusively on the basis of Art. 6 para. 1 lit. a GDPR and § 25 para. 1 TTDSG, insofar as the consent includes the storage of cookies or access to information in the user's terminal device (e.g. device fingerprinting) within the meaning of the TTDSG. Consent can be revoked at any time.

The company is certified in accordance with the "EU-US Data Privacy Framework" (DPF). The DPF is an agreement between the European Union and the USA, which is intended to ensure compliance with European data protection standards for data processing in the USA. Every company certified under the DPF undertakes to comply with these data protection standards. Further information on this can be obtained from the provider at the following link: https://www.dataprivacyframework.gov/s/participant-search/participant-detail?contact=true&id=a2zt0000000TOWQAA4&status=Active

Data processing

We have concluded a data processing agreement (DPA) for the use of the above-mentioned service. This is a contract prescribed by data protection law, which ensures that it processes the personal data of our website visitors only in accordance with our instructions and in compliance with the GDPR.

2. Amazon CloudFront CDN

We use the Content Delivery Network Amazon CloudFront CDN. The provider is Amazon Web Services EMEA SARL, 38 avenue John F. Kennedy, L-1855, Luxembourg (hereinafter referred to as “Amazon”).

Amazon CloudFront CDN is a globally distributed Content Delivery Network. During these transactions, the information transfer between your browser and our website is technically routed via the Content Delivery Network. This enables us to boost the global availability and performance capabilities of our website.

The use of Amazon CloudFront CDN is based on our legitimate interest in keeping the presentation of our web services as error free and secure as possible (Art. 6(1)(f) GDPR).

The data transfer to the United States is based on the Standard Contract Clauses of the EU Commission. You can find the details here: https://aws.amazon.com/de/blogs/security/aws-gdpr-data-processing-addendum/.

For more information on Amazon CloudFront CDN please follow this link: https://d1.awsstatic.com/legal/privacypolicy/AWS_Privacy_Notice__German_Translation.pdf.

The company is certified in accordance with the “EU-US Data Privacy Framework” (DPF). The DPF is an agreement between the European Union and the US, which is intended to ensure compliance with European data protection standards for data processing in the US. Every company certified under the DPF is obliged to comply with these data protection standards. For more information, please contact the provider under the following link: https://www.dataprivacyframework.gov/s/participant-search/participant-detail?contact=true&id=a2zt0000000TOWQAA4&status=Active.

Data processing

We have concluded a data processing agreement (DPA) for the use of the above-mentioned service. This is a contract mandated by data privacy laws that guarantees that they process

personal data of our website visitors only based on our instructions and in compliance with the GDPR.

III. Data processing

Your data is processed both form-dependent and form-independent. Form-dependent data is the data that you enter in a form on the shop page. Form-independent data is the data that you leave on the operator's servers without entering it in a form.

1. Form-dependent processing

The data that you enter in a form on the ticket shop page is processed when the form is used, namely after the form has been sent. In particular, this may involve data relating to your order. Personal data that you send via a form provided for this purpose is always transmitted to the operator's servers in encrypted form.

a) Organizer as data controller under data protection law

As a commercial agent, we act in the name of and on behalf of the respective event organizer and are commissioned to process the ticket purchase. For this purpose, the organizer will direct you to a page of the organizer set up by us, where you can select and pay for (and, if applicable, download) the ticket you want and any additional services offered by the organizer.

In these cases, however, the controller for the data processing is the respective organizer on whose behalf we carry out the sale, in deviation from the explanations above under Section III.1.a..

Your data will not be published. Rather, it is used to issue you with a ticket containing the information requested by the organizer and to record your participation in the event in our database. In addition, your IP address will be stored in order to be able to determine the internet connection of the customer in the event of data misuse.

b) Content of the requested data

In addition to the desired products, our form, to which the respective organizer will direct you, also asks for the personal data required to send and issue the ticket. Depending on the event, this may include at least your name and e-mail address, or other data such as your address, telephone or fax number, company name and date of birth. This data is stored from the time the form is sent. For the processing of ticket orders, further information is also required, e.g. your preferred method of payment and, if applicable, your bank or credit card details. Credit card data is stored exclusively in encrypted form in accordance with PCI-DSS regulations. The data processed on

behalf of the affiliated event organizer will be used exclusively for the purposes you have commissioned - e.g. for ticket details, payment processing, risk management and admission management. Depending on the services commissioned, further data may be obtained from external sources. All processed data is stored in accordance with the specifications. If you wish your personal data to be deleted before the retention period expires, it will usually be blocked instead of deleted.

c) Transmission to Klarna (installment purchase, invoice, pay now)

In order to be able to offer you Klarna's payment methods, we may pass on your personal data in the form of contact and order data to Klarna during the checkout process so that Klarna can check whether you are eligible for Klarna's payment methods and Klarna can tailor the payment methods to you. Your transmitted personal data will be processed in accordance with Klarna's privacy policy.

d) Resale of tickets

For certain events, the organizer may permit the resale of tickets between a ticket seller and an interested party, hereinafter referred to as the ticket buyer.

For this purpose, we maintain a page on which ticket buyers can select, purchase and pay for the tickets offered by the ticket sellers. In such a transaction, we broker the purchase contract with the ticket buyer in the name of and on behalf of the ticket seller.

The data of both parties will not be published. Rather, they are used to process the conclusion of the contract between the parties and to be able to issue a new ticket to the ticket buyer with the information requested by the organizer. They are also used to record the ticket buyer's participation and the ticket seller's non-participation in our database.

In principle, we do not provide the parties with the contact details of the other party. If one party asserts to us that it needs the data of the other party to assert its own claims, we will provide both parties - if available - with (a) the name, (b) the address and (c) the e-mail address of the other party.

e) Newsletter from the organizer

On behalf of the organizer, we may offer you the opportunity to subscribe to a newsletter that the organizer sends by e-mail. For this purpose, we give you the opportunity to enter your e-mail address and agree to receive the newsletter. If you wish to receive a newsletter, we will forward your e-mail address, your IP address and the time of registration to the organizer.

The organizer then requires further data in order to verify that you, as the owner of the address provided, actually agree to receive the newsletter. For this purpose, the organizer uses the so-called double opt-in procedure (DOI). This means that after registering, you will receive an e-mail with an individual link that you can use to confirm your registration (confirmation link). Only after such confirmation will you receive the newsletter. For the DOI, its verification and the prevention of misuse, the time and IP address of the registration and confirmation as well as the confirmation link are stored in addition to your e-mail address. No other data is processed in this respect. The data is only processed in order to be able to offer and send the newsletter. However, the organizer may use a mail service provider who processes the data on its behalf in accordance with the statutory provisions and the provisions of this privacy policy and is not a third party in this respect. If you wish to unsubscribe from the newsletter, you can use the corresponding link in one of the newsletters (unsubscribe link) or contact the organizer personally. Further information on this can be found in the privacy policy of the organizer.

f) Contact form

If you submit inquiries to us via our contact form, the information provided in the contact form as well as any contact information provided therein will be stored by us in order to handle your inquiry and in the event that we have further questions. We will not share this information without your consent.

The processing of these data is based on Art. 6(1)(b) GDPR, if your request is related to the execution of a contract or if it is necessary to carry out pre-contractual measures. In all other cases the processing is based on our legitimate interest in the effective processing of the requests addressed to us (Art. 6(1)(f) GDPR) or on your agreement (Art. 6(1)(a) GDPR) if this has been requested; the consent can be revoked at any time.

The information you have entered into the contact form shall remain with us until you ask us to eradicate the data, revoke your consent to the archiving of data or if the purpose for which the information is being archived no longer exists (e.g., after we have concluded our response to your inquiry). This shall be without prejudice to any mandatory legal provisions, in particular retention periods.

g) Request by e-mail, telephone or fax

If you contact us by e-mail, telephone or fax, your request, including all resulting personal data (name, request) will be stored and processed by us for the purpose of processing your request. We do not pass these data on without your consent.

These data are processed on the basis of Art. 6(1)(b) GDPR if your inquiry is related to the fulfillment of a contract or is required for the performance of pre-contractual measures. In all other cases, the data are processed on the basis of our legitimate interest in the effective handling of inquiries submitted to us (Art. 6(1)(f) GDPR) or on the basis of your consent (Art. 6(1)(a) GDPR) if it has been obtained; the consent can be revoked at any time.

The data sent by you to us via contact requests remain with us until you request us to delete, revoke your consent to the storage or the purpose for the data storage lapses (e.g. after completion of your request). Mandatory statutory provisions - in particular statutory retention periods - remain unaffected.

h) Corona certificate

You may be able to use the Shop to purchase tickets to events that require recovery from or vaccination against COVID-19 (2G) or a negative test for SARS-CoV-2 (3G) instead of such immunization. If you use the store to purchase a ticket for a 2G or 3G event, you may give your consent to the processing of data for immunization or testing, including the type and validity of a corresponding certificate. Giving consent is voluntary and is not a prerequisite for attending the event. However, it can simplify and speed up access control at the event. You give your consent to the organizer. This means that we only process the data on behalf of the respective organizer. You can revoke your consent to the organizer at any time with effect for the future; if you send your revocation to us, we will refer you to the organizer or forward your revocation to the organizer. The data is processed on the basis of your consent for control purposes in connection with the 2G or 3G event. For this purpose, the immunization or test certificate is checked for validity, the certificate type and the validity period (test result) are stored and the test result is temporarily assigned to the ticket. The check can be carried out when you enter the event (for the first time) or beforehand via the shop page. For prior verification, you can upload the certificate, whereby the transmission is encrypted. The certificate as such is only processed temporarily for the verification and is not stored. The examination result will generally be deleted two weeks after the event. Please note that uploading the certificate does not release you from the obligation to carry proof of immunization or testing and an official identification document. The data will not be transmitted to third parties, whereby statutory reporting obligations remain unaffected. The organizer's information on data protection takes precedence over the general information in this privacy policy. Reference is also made to the content of a consent form.

2. Form-independent processing

The data that the operator requires either for the provision or improvement of the shop is processed independently of the form. In particular, this may involve cookies and statistical data, which are always transmitted in encrypted form. Your data is transmitted via a secure TSL connection. You can recognize this by the fact that an "s" is appended to the address component "http://" ("https://") or a green, closed lock symbol is displayed. By clicking on the symbol, you will receive information about the TSL certificate used. The display of the symbol depends on the browser version you are using.

a) Cookies

Our shops use what the industry refers to as “cookies.” Cookies are small data packages that do not cause any damage to your device. They are either stored temporarily for the duration of a session (session cookies) or they are permanently archived on your device (permanent cookies). Session cookies are automatically deleted once you terminate your visit. Permanent cookies remain archived on your device until you actively delete them, or they are automatically eradicated by your web browser.

Cookies can be issued by us (first-party cookies) or by third-party companies (so-called third-party cookies). Third-party cookies enable the integration of certain services of third-party companies into websites (e.g., cookies for handling payment services).

Cookies have a variety of functions. Many cookies are technically essential since certain website functions would not work in the absence of these cookies (e.g., the shopping cart function or the display of videos). Other cookies may be used to analyze user behavior or for promotional purposes.

Cookies, which are required for the performance of electronic communication transactions, for the provision of certain functions you want to use (e.g., for the shopping cart function) or those that are necessary for the optimization (required cookies) of the website (e.g., cookies that provide measurable insights into the web audience), shall be stored on the basis of Art. 6(1)(f) GDPR, unless a different legal basis is cited. The operator of the website has a legitimate interest in the storage of required cookies to ensure the technically error-free and optimized provision of the operator’s services. If your consent to the storage of the cookies and similar recognition technologies has been requested, the processing occurs exclusively on the basis of the consent obtained (Art. 6(1)(a) GDPR and § 25 (1) TDDDG); this consent may be revoked at any time.

You have the option to set up your browser in such a manner that you will be notified any time cookies are placed and to permit the acceptance of cookies only in specific cases. You may also

exclude the acceptance of cookies in certain cases or in general or activate the delete-function for the automatic eradication of cookies when the browser closes. If cookies are deactivated, the functions of this website may be limited.

Which cookies and services are used on the shop page can be found in this privacy policy.

b) Server log files

The provider of this shop page automatically collects and stores information in so-called server log files, which your browser communicates to us automatically. The information comprises:

- The type and version of browser used
- The used operating system
- Referrer URL
- The hostname of the accessing computer
- The time of the server inquiry
- The IP address

This data is not merged with other data sources.

This data is recorded on the basis of Art. 6(1)(f) GDPR. The operator of the website has a legitimate interest in the technically error free depiction and the optimization of the operator's website. In order to achieve this, server log files must be recorded.

c) Tracking by organizer

The organizer may use tracking methods on the organizer's shop page hosted by us. In addition to this privacy policy, the organizer's privacy policy, which is linked on the hosted pages next to this privacy policy, therefore also applies.

d) Google Tag Manager

We use the Google Tag Manager. The provider is Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland

The Google Tag Manager is a tool that allows us to integrate tracking or statistical tools and other technologies on our website. The Google Tag Manager itself does not create any user profiles, does not store cookies, and does not carry out any independent analyses. It only manages and runs the tools integrated via it. However, the Google Tag Manager does collect your IP address, which may also be transferred to Google's parent company in the United States.

The Google Tag Manager is used on the basis of Art. 6(1)(f) GDPR. The website operator has a legitimate interest in the quick and uncomplicated integration and administration of various tools on his website. If appropriate consent has been obtained, the processing is carried out exclusively on the basis of Art. 6(1)(a) GDPR and § 25 (1) TDDDG, insofar the consent includes the storage of cookies or the access to information in the user's end device (e.g., device fingerprinting) within the meaning of the TDDDG. This consent can be revoked at any time.

The company is certified in accordance with the "EU-US Data Privacy Framework" (DPF). The DPF is an agreement between the European Union and the US, which is intended to ensure compliance with European data protection standards for data processing in the US. Every company certified under the DPF is obliged to comply with these data protection standards. For more information, please contact the provider under the following link: https://www.dataprivacyframework.gov/participant/5780.

e) Google Fonts (local hosting)

This website uses so-called Google Fonts provided by Google to ensure the uniform use of fonts on this site. These Google fonts are locally installed so that a connection to Google's servers will not be established in conjunction with this application.

For more information on Google Fonts, please follow this link: https://developers.google.com/fonts/faq and consult Google's Data Privacy Declaration under: https://policies.google.com/privacy?hl=en.

f) Google Maps

This shop uses the mapping service Google Maps. The provider is Google Ireland Limited ("Google"), Gordon House, Barrow Street, Dublin 4, Ireland. With the means of this service, we can integrate map material on our website.

To enable the use of the Google Maps features, your IP address must be stored. As a rule, this information is transferred to one of Google's servers in the United States, where it is archived. The operator of this website has no control over the data transfer. In case Google Maps has been activated, Google has the option to use Google Fonts for the purpose of the uniform depiction of fonts. When you access Google Maps, your browser will load the required web fonts into your browser cache, to correctly display text and fonts.

We use Google Maps to present our online content in an appealing manner and to make the locations disclosed on our website easy to find. This constitutes a legitimate interest as defined in Art. 6(1)(f) GDPR. If appropriate consent has been obtained, the processing is carried out

exclusively on the basis of Art. 6(1)(a) GDPR and § 25 (1) TDDDG, insofar the consent includes the storage of cookies or the access to information in the user's end device (e.g., device fingerprinting) within the meaning of the TDDDG. This consent can be revoked at any time.

Data transmission to the US is based on the Standard Contractual Clauses (SCC) of the European Commission. Details can be found here:
https://privacy.google.com/businesses/gdprcontrollerterms/ and
https://privacy.google.com/businesses/gdprcontrollerterms/sccs/.

For more information on the handling of user data, please review Google's Data Privacy Declaration under: https://policies.google.com/privacy?hl=en.

The company is certified in accordance with the "EU-US Data Privacy Framework" (DPF). The DPF is an agreement between the European Union and the US, which is intended to ensure compliance with European data protection standards for data processing in the US. Every company certified under the DPF is obliged to comply with these data protection standards. For more information, please contact the provider under the following link:
https://www.dataprivacyframework.gov/participant/5780.

3. Your rights

If you are affected by the processing of your personal data, you have rights vis-à-vis the data controller in accordance with data protection regulations. You can contact the operator at any time to assert these rights, for example by sending an e-mail to the address given at the beginning. The same applies to other questions regarding data protection by the operator.

a) Right of withdrawal

You have the right to withdraw your consent to data processing at any time. The withdrawal of consent shall not affect the lawfulness of processing based on consent before its withdrawal.

b) Right of objection

You have the right to object, on grounds relating to your particular situation, at any time to processing of personal data concerning you which is necessary for the performance of a task carried out in the public interest or for the purposes of the legitimate interests pursued by the operator. The operator will then no longer process the personal data unless it can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms, or the processing serves the establishment, exercise or defense of legal claims.

If your data is processed for the purpose of direct marketing, you have the right to object at any time to the processing of your data for the purpose of such marketing. If you object to processing for direct marketing purposes, your personal data will no longer be processed for these purposes.

c) Right of appeal

You have the right to lodge a complaint with a supervisory authority if you believe that the processing of personal data concerning you is in breach of the statutory provisions. The competent authority at the operator's registered office is the State Commissioner for Data Protection and Freedom of Information of North Rhine-Westphalia (LDI), Kavalleriestr. 2-4, 40213 Düsseldorf, e-mail: poststelle@ldi.nrw.de. The full contact details of the LDI can be found on the corresponding website at https://www.ldi.nrw.de. Your right to lodge a complaint with another supervisory authority, in particular in the Member State of your habitual residence, place of work or place of the alleged infringement, remains unaffected. Furthermore, the right to lodge a complaint is without prejudice to any other administrative or judicial remedy.

d) Right to information

You have the right to request confirmation from the operator as to whether personal data concerning you is being processed; if this is the case, you have a right to information about this data and to the following information: (a) the purposes of the processing; (b) the categories of personal data being processed; (c) the recipients or categories of recipients to whom the data have been or will be disclosed; (d) the envisaged period for which the data will be stored, or, if not possible, the criteria used to determine that period; (e) your rights under data protection legislation; (f) if the data is not collected from you, all available information about the origin of the data; (g) the existence of automated decision-making, including profiling, and meaningful information about it. Most of the information can already be found in this declaration. In addition, you can of course contact the operator at any time, for example by e-mail to the address given at the beginning. Upon request, the operator will provide you with a copy of the personal data that is the subject of the processing. However, this will only be done insofar as it does not adversely affect the rights and freedoms of other persons. If you make the request electronically, the information will be provided to you in a commonly used electronic format, unless you specify otherwise.

e) Right to rectification

You have the right to obtain from the operator without undue delay the rectification of inaccurate personal data concerning you. Taking into account the purposes of the processing, you also have the right to have incomplete personal data completed, including by means of providing a supplementary statement.

f) Right to erasure

You have the right to obtain from the controller the erasure of personal data concerning you without undue delay and the controller shall have the obligation to erase personal data without undue delay where one of the following grounds applies: (a) the data are no longer necessary in relation to the purposes for which they were collected or otherwise processed; (b) you withdraw your consent on which the processing was based and there is no other legal basis for the processing; (c) you object to the processing and there are no overriding legitimate grounds for the processing or your objection relates to direct marketing; (d) your personal data has been processed unlawfully; (e) erasure is necessary for compliance with a legal obligation to which the operator is subject; or (f) the data was collected in relation to the offer of information society services made directly to a child on the basis of the child's consent.

However, the right to erasure does not apply if the processing is necessary: (a) for exercising the right of freedom of expression and information; (b) for compliance with a legal obligation; (c) for the performance of a task carried out in the public interest or (d) for the establishment, exercise or defense of legal claims. In this respect, you can request blocking if necessary.

g) Right to blocking

You have the right to request the operator to restrict (block) processing if one of the following conditions is met: (a) the accuracy of your personal data is contested by you, for a period enabling the operator to verify the accuracy of the personal data; (b) the processing is unlawful and you oppose the erasure of your data and request the restriction of their use instead; (c) the operator no longer needs the personal data for the purposes of the processing, but you need it for the establishment, exercise or defense of legal claims; or (d) you have objected to processing pending the verification whether the legitimate grounds of the operator override yours; the weighing of legitimate grounds is not required for an objection to processing for direct marketing purposes.

If processing has been restricted, your personal data - apart from being stored - may only be processed with your consent or for the establishment, exercise or defense of legal claims or for the protection of the rights of another person or for reasons of important public interest. If you have obtained a restriction on processing, you will be informed by the operator before the restriction is lifted.

h) Right to data portability

You have the right to receive your personal data that you have provided to the operator in a structured, commonly used and machine-readable format and you have the right to transmit those data to another controller without hindrance from the operator, where the processing is based on

your consent or on a contract between you and the operator and the processing is carried out by automated means. In this respect, you have the right to obtain that your personal data be transmitted directly by the operator to another controller, insofar as this is technically feasible and the rights and freedoms of other persons are not affected. Your right to erasure remains unaffected. This right does not apply to processing that is necessary for the performance of a task carried out in the public interest.

i) Miscellaneous

The operator will inform all recipients to whom your data has been disclosed of any rectification or erasure of your personal data or restriction of processing, unless this proves impossible or involves disproportionate effort. The operator will inform you about these recipients if you request this.

If the operator has made the personal data public and is obliged to delete it, it will take appropriate measures, taking into account the available technology and the implementation costs, to inform third parties who process your personal data that you have requested the deletion of all links to this data or copies of the data.

4. Concluding remarks

a) Legal basis

The legal provisions on data protection can be found in particular in the European General Data Protection Regulation (GDPR) and the German Federal Data Protection Act (BDSG). If you have given your consent to the processing of your data, this is also the legal basis for data processing for the purposes to which you have consented (Art. 6 para. 1 lit. a GDPR or in the case of health data: Art. 9 para. 2 lit. a GDPR). If the processing is necessary for the performance or initiation of a contract, this forms the legal basis (Art. 6 para. 1 lit. b GDPR). These may be usage, purchase and service contracts that are concluded via the shop page or initiated at your request. Insofar as the processing is carried out to fulfill legal reporting obligations, the legal basis is the fulfillment of the corresponding legal obligation to which the operator is subject (Art. 6 para. 1 lit. c GDPR). Otherwise, the legal basis for data processing is the protection of the legitimate interests of the operator (Art. 6 para. f GDPR). This is the economic interest in operating the shop page to process purchase contracts for tickets to events of all kinds. There is no automated decision-making, including profiling.

b) Protective measures

Taking into account the nature, scope, circumstances and purposes of the processing and the varying likelihood and severity of the risks to your rights and freedoms, the operator shall

implement appropriate technical and organizational measures to ensure that data processing is carried out in accordance with the law. The measures are taken taking into account the state of the art and include, in particular, encryption of your data. In addition, your data is organizationally separated from other data. The facilities and systems on which the data is processed are protected against unauthorized access, both physically and digitally. In particular, the operator's servers are password-protected. By regularly testing and updating the software used, the operator prevents security gaps that could allow your data to be misused. Only those persons reporting to the operator (employees) who require access to personal data in order to perform their duties are granted access to personal data, and only to the extent necessary in each case. The operator's employees are instructed in advance on data processing and are obliged to maintain confidentiality. Data is protected against loss by regular backups and can be restored at any time. The default settings of the systems ensure that only personal data whose processing is necessary for the respective processing purpose is processed. This ensures that data protection principles such as data minimization are implemented. In addition, the operator ensures the confidentiality, integrity, availability and resilience of the systems through technical and organizational measures. Compliance with data protection regulations is checked regularly and the measures are updated if necessary.

c) Data Protection Officer

The operator has appointed a data protection officer:

Attorney Daniel Raimer
Law firm Daniel Raimer
Ernst-Gnoß-Str. 22
40219 Düsseldorf
Germany
Phone: +49 (0)211 / 4167 4600
E-mail: office@kanzlei-raimer.com

d) Objection to advertising e-mails

We herewith object to the use of contact information published in conjunction with the mandatory information to be provided in our Site Notice to send us promotional and information material that we have not expressly requested. The operators of this website and its pages reserve the express right to take legal action in the event of the unsolicited sending of promotional information, for instance via SPAM messages.