

## **Tiket Mastas Privacy Policy**

**We Respect Your Privacy.** At Tiket Mastas the security of personal information that we collect is of utmost importance to us.

You can find information about how we handle and manage your personal information in this Privacy Policy. Our aim is to provide this information to you in an open and transparent manner, so that you can make informed decisions about your dealings with us. However, if you have any questions about this Privacy Policy or how we manage your personal information, please email your questions to [info@tiketmastas.com.pg](mailto:info@tiketmastas.com.pg).

This Privacy Policy also provides information about how you can seek access to and correction of the personal information that we hold about you. We may update or revise this Privacy Policy from time to time. You'll find the most current version on our website [www.tiketmastas.com.pg](http://www.tiketmastas.com.pg)

### **What kinds of personal information does Tiket Mastas collect and hold?**

The kinds of personal information that we collect will vary depending upon our interaction with you but may include:

- your name, address and other contact details (like your telephone number);
- your email address;
- your date of birth;
- your gender;
- transaction details relating to any purchase(s) that you have made with us or that have been made on your behalf;
- credit card details, if you make an online purchase or have an online Tiket Mastas account.
- your Tiket Mastas account user name username, and any preferences that you select; and
- any other personal information which may be required in order to facilitate your dealings with us.

### **How does Tiket Mastas collect personal information?**

Generally, we collect personal information when you:

- make a purchase through our network which includes our website, mobile site, Tiket Mastas App, agency network or box offices;
- register as a My Tiket Mastas member via our website, mobile site or Tiket Mastas App;
- purchase or renew your membership of a sporting club to which we supply membership services;
- participate in a Tiket Mastas survey, competition, promotion or other marketing campaign;
- indicate that you wish to receive news, offers or other marketing material from Tiket Mastas;
- make an inquiry or a complaint.

### **Sometimes we collect personal information about you from other sources, for example:**

- people making a purchase on your behalf;
- our business clients such as venues, promoters and sporting clubs;
- third party suppliers and contractors who assist us to operate our business, such as information technology suppliers;
- and publicly available sources of information.

Also, from time to time Tiket Mastas collects personal information about individuals who are not customers. This is usually where we collect the name and business contact details of a person who is the contact in a government agency or company with whom we deal. Tiket Mastas's policy is to only use personal information collected from non-customers for the main business purpose for which it was collected.

### **How does Tiket Mastas hold personal information?**

Tiket Mastas may hold your personal information in electronic or hard copy format or a combination of both. This personal information may be combined or linked with other information held about, or which we attribute to, you, including:

- information (personal or otherwise) that we collect from our website and mobile site (as described below in relation to "Cookies, Tracking and Advertising") or from third parties; and
- personal information we receive from our group companies and client businesses, who, in common with us, have a relationship with you and where we understand that you have consented to such group companies and client businesses sharing your personal information with us.

We have taken a number of physical, electronic and procedural steps to protect your personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

Data collected online is stored in a Microsoft SQL database; a protected, secure data centre that is unreachable via the internet. Tiket Mastas encrypts data sent from your computer to our systems during internet transactions. Tiket Mastas also employs firewalls, intrusion detection systems and virus scanning tools to protect against unauthorised persons and viruses from entering our systems.

Tiket Mastas employees are required, as a condition of their employment, to treat personal information held by Tiket Mastas as confidential, and to maintain the confidentiality of that personal information.

### **What are the purposes for which Tiket Mastas may collect, hold, use and disclose personal information?**

Generally, Tiket Mastas only uses personal information for the primary purpose for which we have collected it, or for another closely related secondary purpose. Our potential uses of personal information which Tiket Mastas collects (and for which you consent to us using your personal information for) may include:

- to process and fulfill your orders for tickets (or other items) from us;
- to contact you if there is an event cancellation or change in event details, or for the replacement of lost tickets;
- managing your dealings with us as a Tiket Mastas member;
- so that we can promote our products and services to you and the products and services of third parties that we deal with;
- so that venue operators and promoters of events for which you purchase tickets sponsors, sporting clubs, authorised ticket on-sellers and resellers can use it for operational purposes;
- detecting and preventing fraud and unauthorised ticket on-selling;
- for business research and development of new products and services, including for Tiket Mastas members and our business clients;
- displaying content and advertising (including in relation to tickets and events) that is customised to your interests, preferences and experiences, including through online targeted marketing, data and audience matching and market segmentation activities;
- verifying your identity;
- so that we can respond to inquiries and complaint handling; and
- for the conduct of data analytics and predicting trends;
- marketing services in connection with the products and services we provide; and
- to comply with our legal and regulatory obligations and enforce our legal rights.

Sometimes Tiket Mastas will produce aggregated data. Tiket Mastas may also receive aggregated data from its third party suppliers and contractors or business customers. This aggregated data does not identify individuals. Tiket Mastas uses, and may combine, the aggregated data it produces and receives for research purposes and in connection with products and services we provide to our business clients.

### **Who might Tiket Mastas disclose my personal information to?**

Tiket Mastas may disclose your personal information:

- to venue operators and to promoters of events for which you purchase tickets. Tiket Mastas discloses your personal information to such organisations for operational purposes. If you consent, these organisations may use this information to provide you with promotional and marketing material about their events via email. You may change your preference to receive email marketing at any time directly with the organisations which have obtained your information.
- to other Moore Business Systems (PNG) Limited divisions or subsidiary companies and their contractors (such as data management providers). Tiket Mastas may disclose your personal information to these entities for the purposes of, for example, ensuring that information collected is accurate, complete and up-to-date.
- to third party contractors and service providers who help us operate our business or provide a service to you. Tiket Mastas may disclose your personal information to third party contractors and service providers who, for example, help us operate our computer systems, provide us with fraud prevention services, operate certain features accessible from our website, send out our email and clean collected data and who perform data analysis to group demographic attributes of individuals.

Otherwise, Tiket Mastas will only disclose your personal information:

- where we are required to do so by law;
- if the disclosure is permitted under the Privacy Act; or
- if you have consented to the disclosure.

### **What happens if Tiket Mastas does not collect my personal information?**

Where it is lawful and practicable to do so, we will give you the option of not providing personal information, or of using a pseudonym, when you deal with Tiket Mastas. For most events, you may be able to make a cash transaction at a Tiket Mastas retail agency without providing personal information. However, if we do not collect personal information about you at the point of sale or when you interact with us, this could impact the level of service we can provide to you, for example, we will not be able to contact you in the case of an event cancellation or venue change or we may not be able to properly respond to your inquiry or investigate your complaint or fully process your transaction.

Sometimes our website or mobile site contains links to third party websites, for your convenience and information. When you access a non-Tiket Mastas website, please understand that Tiket Mastas is not responsible for the privacy practices of that site. We suggest that you review the privacy policies of each site you visit.

### **Access and Correction**

You have a right to request access to the personal information that Tiket Mastas holds about you and seek its correction. If you are a Tiket Mastas member, you are able to access or correct some of your personal information by logging onto our website ([www.tiketmastas.com.pg](http://www.tiketmastas.com.pg)). Please include your contact details such as email address and telephone number and enclose a copy of a form of identification such as a current driver's licence or passport. We will not request a fee for making such a request but will let you know if there is a cost for supplying you with access to or correcting the personal information. We aim to respond to requests for access or correction within 30 days. There are certain situations where we may refuse to provide you with access to or correct your personal information but we will always let you know in writing if this is the case.