Webtickets

Data Protection Rules and Policy V3.2

June 2021

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Introduction

Webtickets is a South African online ticket marketplace where independent South African businesses and clients can list their tickets and or similar inventory to customers.

Webtickets.co.za

Customer Data Registration - https://www.webtickets.co.za/v2/item.aspx?itemid=1248

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Personal Information.

Webtickets prescribes to the South Africa privacy laws. As a company that processes and stores personal information of customers, we subscribe to best practise to ensure data is used and stored in compliance with PoPI.

Webtickets is a South African online ticket marketplace where independent South African businesses and clients can list their tickets and or similar inventory to customers. In performing its service, Webtickets collects information from customers in order to perform the following functions.

1. Processing of ticket purchase
2. Customer service and experience
3. Risk and Fraud detection
4. Fulfilment of service provided by the ticket
5. Communicating to customers when conditions and/or circumstance of ticket fulfilment have changed
6. Outbound marketing to Webtickets customers

As a rule, Webtickets only collects personal information directly from the customer, except as otherwise as outlined below.

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1. Onboarding of customer data by a new Client from a legacy ticketing system where customer has provided consent.
2. Collection of the information from a new Client that allows Webtickets to fulfil its responsibilities which does not prejudice a legitimate interest of the customer

Webtickets collects a range of personal data for the purpose of executing on its mandated service provided to the client. Moreover, Webtickets makes the customer aware that the data collected and processes will only be used for the purposes of fulfilling its mandate.

Webtickets expressly requests the customer's consent to retain customer data to ensure the following.

1. Customer service
2. Improved user experience

Webtickets allows the customer to edit their customer data and provided for the customer to delete their information from Webtickets.

All customer data is located and processed in South Africa.

Sharing of Personal Data.

Webtickets Clients

Webtickets is a ticket marketplace and therefore hosts many independent clients selling ticket on their behalf.

Webtickets shares personal data of customers that purchase tickets hosted by the client on Webtickets. Webtickets shares the relevant customer data that is required for the fulfilment and execution of the ticket obligations. The customer data collected and shared is governed by the relevant regulations and laws in which the client operates.

Sharing of Data is permission based.

Confidential information is not shared unless explicit permission from the customer has been received.

External parties

Webtickets does not share personal data with 3rd unless compelled by the South African Law or court action.

Use of Personal Data

Communication to Customers

Fulfilment of ticket

Webtickets shall only communicate to customers in the fulfilment of their ticket obligation and legal mandate. Should the ticket conditions and obligation change since the customer purchase the ticket, Webtickets will communicate directly with the customer to outline the changes.

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The following are examples of ticket condition changing.

1. Cancellation of event, race, or tour.
2. Outstanding information require by Webtickets to fulfil ticket mandate
3. Change in time, date and/or location of event
4. Information relating to refunds

Marketing and related services

Webtickets shall only send marketing communications to customers that have explicitly provided permission for Webtickets to contact them. Moreover, customers can decide any time to change permissions how Webtickets is allowed to communicate to them.

Clients based marketing is also permission based. Clients shall be permitted to send marketing-based communications to customers only after explicit consent.

Use of 3rd Party Service providers

Webtickets does use the services of independent service providers that make use of personal customer data. Webtickets employs the following principles when engaging service providers

1. Webtickets preforms a due diligence on service provider to understand the risk and data security measure undertaken by the service provider.
2. Webtickets can request service provider to complete a risk assessment and questionnaire to assess security of data and risks
3. The measured understand need to be a higher standard and risks need to be lower than Webtickets for Webtickets to ensure use of service
4. Only bare minimal of data is shared with service provider
5. No confidential or sensitive information is shared without the permission of customer
6. Annual evaluation is performed to assess change in risks.

In some cases, a 3rd-party handles the in-store registrations who is acting on our behalf and governed by this Privacy Policy in terms of capturing your personal information.

PCI/DSS Compliance

Webtickets, through their payment service providers subscribes to and is PCI/DSS compliant.

Webtickets use iVeri Payment Technologies which is PCI level 1 certified for the following services.

1. Payment Gateway/Switch
2. POS/Card Present
3. Internet/e-commerce
4. Clearing and Settlement

Webtickets does not store card details, ever.

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Security Governance and Security Management

Webtickets store and secure data making use of cloud-based infrastructure hosting by a 3rd party service provider.

Access to cloud infrastructure is largely via VPN or Multi-Factor Authentication.

All sensitive data is encrypted and webtickets staff only have data allowing them to perform the following functions

1. Customer support
2. Fulfilment of ticket

Access into the cloud environment is logged and all incident are logged and remedial action instituted.

All sensitive data is encrypted and not visible by any Webtickets staff or 3rd parties.

Webtickets regular patch and deploy malware protection across our applications and database.

Webtickets runs security test on ImmuniWeb® Community | Website Security Test to Website security.

Personnel Matters

All employees screened prior to employment and contracts include clauses relating to data confidentiality and/or data protection.

Webtickets conducts regular reviews and awareness training which covers information security principles and the procedures to protect customer data.

Warrantees and Guarantees

Webtickets will use its best endeavours to ensure it is compliant with POPI.

Should there be a breach of data occur as envisaged by PoPI, Webtickets will immediately notify the relevant Clients and data subjects of such a breach and where the Information Regulator needs to be informed.