

Privacy Policy

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Eventos is an online ticketing platform, through which event organizers can promote and sell tickets for events. Eventos is operated by Ashley Wireless Communications (Pty) Ltd, a private company registered in Republic of Uganda.

Eventos respects your privacy and to this end has developed this policy to explain how we may collect, retain, process, share and transfer your personal data when you visit our or use our App and services. This Policy applies to your personal data when you visit our App or use our services that display or provide links to this Policy and does not apply to App and services that we do not own nor control, including the App and services of other Eventos users.

This Policy is designed to help you obtain information regarding how we process your personal data, and aims to address all possible processing scenarios to aid you in making privacy choices while using our App and services. Where service offerings may vary by region, we may further inform you of product- or service-specific data collection through supplementary policies or notices provided before collection.

Please contact us with any questions you may have regarding our privacy practices that are not addressed in this Privacy Policy.

This Policy describes:

1. What Personal Data We Collect
2. Why We Retain Personal Data
3. How We Process Personal Data
4. How We Use Cookies and other Tracking Technologies
5. How We Disclose Personal Data
6. How to Access & Control Your Personal Data
7. How We Protect Your Personal Data
8. How We Process Children's Personal Data
9. International Transfers of Your Personal Data
10. Updates to This Policy
11. How to Contact Us
12. Definitions

The Terms and Definitions used throughout this Policy may be reviewed in the Definitions Section.

1. What Personal Data Do We Collect?

Personal data means any data that, either on its own or jointly with other data, that can be used to identify a natural person. You directly provide us with such data when you use our app, or interact with us. The information we collect may include the following:

Registration Information – When you register to use our Services by creating an Account, we will collect Personal Data as necessary to fulfill the Services you request. Depending on the Services you choose, we may require you to provide us with your name, email address or phone number to establish an Account. We may require you to provide us with additional Personal Data as you use our Services.

Transaction and experience information – When you use our Services or access our App, for example, to make purchases from merchants, or to process payments, we collect information about the transaction, as well as other information associated with the transaction such as amount paid for products or services, merchant information, including information about the payment method used to complete the transaction, Device Information and Technical Usage Data.

Usage Data is collected automatically when using the Service. Information that you choose to provide us to obtain additional Services or specific online Services – If you request or participate in an optional App feature, or request enhanced Services, we may collect additional information from you. We will provide you with a separate notice at the time of collection, if the use of that information differs from the uses disclosed in this Privacy Policy.

Personal Data about you if you use unbranded Services – certain Services are available without being required to log in to or establish an Account with Eventos. For instance, we collect Personal Data when you are interacting with and making payments to merchants, on their App and checkout with Eventos without logging into an account. For our unbranded payment services, your interaction is with the merchant, on their platform. If you are an Account holder, or create an Account at a later date, we may

collect information about such unbranded transactions and associate them with your Account to improve your customer experience as an Account holder and for compliance and analytics purposes. If you are not an Account holder, we will collect and store all information you provide and use such information in accordance with this Privacy Policy.

Other information we collect related to your use of our App or Services – We may collect additional information from or about you when you communicate with us, contact our customer support teams or respond to a survey.

2. Why Do We Retain Personal Data?

We retain your personal information, in the first instance, for as long as required by a relevant law (e.g. to ensure compliance with tax requirements); or if a relevant law no longer requires us to maintain Personal Information (or that period has elapsed), the Personal Information may then still be retained if required by any relevant contractual agreement or arrangement; and for Personal Information to which a relevant law or contractual agreement or arrangement does not apply, we will retain the Personal Information for as long as is required to manage our engagement and/or relationship with you plus a reasonable period afterwards. If your Account is closed, we may take steps to mask Personal Data and other information, but we reserve our ability to retain and access the data for so long as required to comply with applicable laws. We will continue to use and disclose such Personal Data in accordance with this Privacy Policy

3. How Do We Process Personal Data?

We may use your personal data for the following purposes:
Provision of our Services, including to:

- Initiate a payment, or pay a bill;
- Authenticate your access to an Account;
- Communicate with you about your Account, the App, the Services, or Eventos; sending you information about our services that may interest you or help us serve you better. If you do not want to receive these types of information, you can opt out at any time.

- Perform Account application evaluations and compare information for accuracy and verification purposes.
- Keep your Account and financial information up to date.

To manage our operational needs, such as monitoring, analyzing, and improving the Services and the App' performance and functionality. For example, we analyze User behavior and perform research about the way you use our Services.

To manage risk and protect the App, the Services and you from fraud by verifying your identity. Eventos's risk and fraud tools use Personal Data, Device Information, Technical Usage Data and Geolocation Information from our App and website that other Eventos Services to help detect and prevent fraud and abuse of the Services.

To market to you Eventos products and Services and the products and services of unaffiliated businesses. We may also process your Personal Data to uniquely tailor the marketing content and certain Services or App experiences to better match your interests on Eventos and other third-party website.

To provide personalized Services offered by Eventos. We may use your Personal Data and other information collected in accordance with this Privacy Policy to provide a targeted display, feature, Services or offer to you on our App. We may use cookies and other tracking technologies to provide these online services and/or personalize your experience to your unique needs

To provide you with location-specific options, functionality or offers if you elect to share your Geolocation Information through the Services. We will use this information to enhance the security of the App and Services and provide you with location- based Services, such as advertising, search results, and other personalized content. To comply with our obligations and to enforce the terms of our App and Services, including to comply with all applicable laws and regulations.

To respond to your requests, for example to contact you about a question you submitted to our customer support team and better respond to your requests and support needs.

[4. How Do We Use Cookies And Other Tracking Technologies?](#)

When you visit our App, use our Services, or visit a third-party website for which we provide online Services, we may use cookies and other tracking technologies (collectively, "Cookies") to recognize you as a User and to customize your online experiences, the Services you use, and other online content and advertising; measure the effectiveness of promotions and perform analytics; and to mitigate risk, prevent potential fraud, and promote trust and safety across our App and Services.

Eventos will not use cookies for any purposes not stated in this Policy. You can manage or delete cookies based on your own preferences.

You can clear all the cookies stored on your computer, and most web browsers provide the option of blocking cookies.

Please review our Cookie Policy to learn more about how we use Cookies

5. How We Disclose Personal Data

Information about our customers is an important part of our business and we address sharing of your data as such. We may disclose Personal Information that we collect from you for the purpose(s) that it was collected. We may disclose the Personal Information for other purposes where we have received your consent to do so or are required to do so by law.

Examples of where we may disclose your information include, but are not limited to:

- With other companies that provide services to us: We may share Personal Data with third-party service providers that perform services and functions at our direction and on our behalf. These third-party service providers may, for example, provide you with Services, verify your identity or assist in processing transactions
- With other financial institutions: We may share Personal Data with other financial institutions that we have partnered with to offer a product. These financial institutions may only use this information to offer Eventos-related products, unless you have given consent for other uses. We may also share Personal Data to process transactions, and keep your financial information up to date.

- With the other parties to transactions when you use the Services, such as merchants: We may share information about you and your account with the other parties involved in processing your transactions. This includes merchants, when you use our Services to pay for goods or services. The information includes:
 - Personal Data and Account information necessary to facilitate the transaction;
 - Information to help other participant(s) resolve disputes and detect and prevent fraud; and
 - Aggregated data and performance analytics to help merchants better understand Users and to help merchants enhance Users' experiences.
- With other third parties for our business purposes or as permitted or required by law: We may share information about you with other parties for Eventos's business purposes or as permitted or required by law, including:
 - if we need to do so to comply with a law, legal process or regulations;
 - To comply with applicable laws or respond to valid legal procedures, we may disclose your personal data to regulators, law enforcement or other government agencies; or when we believe, in our sole discretion, that the disclosure of Personal Data is necessary or appropriate to prevent physical harm or financial loss; or to report suspected illegal activity or to investigate violations of a user agreement;
 - to protect the vital interests of a person;
 - to protect our property, Services and legal rights;
 - to facilitate a purchase or sale of all or part of Eventos's business;
 - to help assess and manage risk and prevent fraud against us, our Users and fraud involving our App or use of our Services
 - to companies that we plan to merge with or be acquired by; and
 - to support our audit, compliance, and corporate governance functions.

We do not share your Personal Data with third parties for their marketing purposes without your consent.

We will take reasonable steps to ensure that the Personal Information we use or disclose is accurate, up to date, complete and relevant to the purpose of the use or disclosure.

6. How To Access & Control Your Personal Data

Subject to limitation set out in the Uganda Data Protection and Privacy Law, you have certain rights in relation to your personal data. You have the right to request access to your data, rectification and data portability.

It is your responsibility to ensure that all personal data submitted to Eventos is correct. Eventos is dedicated to maintaining the accuracy and completeness of personal data and keeping the data up to date.

To the extent required by the Uganda Data Protection and Privacy Law, you may

- Have the right to access certain personal data we maintain about you
- Request that we update or correct inaccuracies in that data
- Object or restrict to our use of your personal data, and
- Ask us to delete your personal data from our platforms.

To exercise these rights, you may contact Eventos Directly through the contacts provided in this policy.

7. How We Protect Your Personal Data

The security of your personal data is important to us and is our highest priority. We use appropriate physical, management, and technical measures to protect your personal data from unauthorized access, disclosure, use, modification, damage, or loss. The security measures include:

- Implementing security measures in accordance with internationally recognized standards such as ISO 27001 and PCI DSS i.e., information access management, firewalls, security monitoring, data encryption etc. where our security controls are independently verified by an external auditor.
- We use cryptographic technologies for transaction security and integrity such as encryption, transmission of transaction information using Secure Socket Layer (SSL) technology and ensuring that post transaction no sensitive card information is stored on our systems

- We maintain physical, electronic, and procedural safeguards in connection with the collection, storage, and disclosure of personal information

While we are dedicated to securing our systems and Services, you are responsible for securing and maintaining the privacy of your password(s) and Account/profile registration information and verifying that the Personal Data we maintain about you is accurate and current.

8. How We Process Children's Personal Data

Our App and services and products are primarily intended for adults and do not collect information regarding persons under the age of 18 in compliance with the Uganda Data Protection and Privacy Law.

9. International Transfers Of Your Personal Data

With operations across Africa, and organization-wide adoption of cloud services, your personal data collected by Eventos may be processed or accessed in the country/region where you use our products and services or in other countries/regions where Eventos have a presence. These jurisdictions may have different data protection laws. In such circumstances, Eventos will take measures to ensure that data is processed as required by this Policy and the applicable national laws and regulations.

10. Updates To This Policy

Eventos reserves the right to update or change this Policy at any time. We will release the latest Privacy Policy on our App and appropriate channels for any changes. If major changes are made to the Privacy Policy, we may notify you through different channels, for example, posting a notice on our App or sending you a direct notification.

11. How To Contact Us

If you have any questions or suggestions, privacy complaints or issues, and want to contact Eventos Data Protection Officer (DPO), please contact admin@ivents.site

12. Definitions

For the purposes of this Privacy Policy:

- **Personal Data:** means personal information that can be associated with an identified or identifiable person such as Name, Mobile Phone or Telephone Number, email address, Payment Card Numbers, Official identification information e.g., Identification Number.
- **Process:** means any operation or set of operation which is performed on personal data whether or not by automated means such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction
- **Device Information:** means data that can be automatically collected from any device used to access our App or Services. Such information may include, but is not limited to, your device type; device ID; your device's network connections; your device's name; your device's IP address; information about your device's web browser and the internet connection being used to access the App or Services
- **Services:** means any products, services, content, features, technologies, or functions, and all related website, applications and service offered to you by Eventos
- **User:** means an individual or merchant who uses the Services or accesses the App means the website, mobile apps, official social media platforms through which Eventos offers the Services and which has posted or linked to this Privacy Policy
- **Account** means a unique account created for You to access our Service or parts of our Service.

- **Affiliate** means an entity that controls, is controlled by or is under common control with a party, where "control" means ownership of 50% or more of the shares, equity interest or other securities entitled to vote for election of directors or other managing authority.
- **Application** means the software program provided by the Company downloaded by You on any electronic device, named Eventos
- **Company** (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to Ashley's Wireless Communication, Kampala Road.
- **Country** refers to: Uganda
- **Device** means any device that can access the Service such as a computer, a cellphone or a digital tablet.
- **Personal Data** is any information that relates to an identified or identifiable individual.
- **Service Provider** means any natural or legal person who processes the data on behalf of the Company. It refers to third-party companies or individuals employed by the Company to facilitate the Service, to provide the Service on behalf of the Company, to perform services related to the Service or to assist the Company in analyzing how the Service is used.
- **Third-party Social Media Service** refers to any website or any social network website through which a User can log in or create an account to use the Service.
- **Usage Data** refers to data collected automatically, either generated by the use of the Service or from the Service infrastructure itself (for example, the duration of a page visit).