

## Privacy Policy

Last Updated September 30, 2017.

xTickets believes that it should be very clear as to how we manage and protect your personal information. If you have any questions or concerns, please contact us at [info@xtickets.io](mailto:info@xtickets.io).

Note that we might need to change this Privacy Policy time to time to reflect changes in our business or operations and will denote changes using the 'Last Updated' field.

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The core of our service is our ticket selector and payment processing functionality. This service (<https://buy.xtickets.io>) allows a customer to purchase tickets to an event after we have successfully accepted credit card payment online. All of our websites and services use SSL (Secure Socket Layer) denoted by the secure green lock icon on your browser.

We put your security first. xTickets runs SSL reports daily. We ensure only A+ standards on our main service. You can run the same SSL report for free here: (<https://www.ssllabs.com/ssltest/analyze.html?d=buy.xtickets.io>). Our network is monitored 24/7/365 for possible hacking attempts and unauthorized access to our network.

xTickets does not store any sensitive information about you. Whenever you enter your credit card details (Credit Card Number, Expiry Month, Expiry Year, CVV) they are encrypted and securely sent to our Payment Processor ([Payfirma](#)) which is a PCI compliant merchant services partner for secure credit card processing that completes the actual transaction of the fee for the tickets.

### What is PCI Compliance?

PCI DSS stands for the Payment Card Industry Data Security Standard. It's an information security standard that helps reduce credit card fraud. Payment companies who get certified, pay a certain fee for all this security. Some companies pass PCI certification fees to their customers – we don't. You can sleep tight knowing that your data and sensitive payment info are safe and secure, at no extra cost to you.

xTickets is a No Log network. We believe in your online freedom. We never collect your originating IP address, or personal information about you. We only log the time and date when something goes wrong to further debug the issue to improve the customer experience.

If there is ever a refund request, we will ask you, the customer for a number of items that will allow our payment processor Payfirma to refund the payment.

It is important to note that xTickets will need to store your email and name, which allows us to send an email to the provided email address with the tickets you purchased, and ensure that the tickets are placed under the given name.

In short, we will need operational data in order to operate our Services.

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## **As an Event Organizer**

In order to enroll you in our service and maintain your account we need to collect your email address. We may also use your email address for billing and customer support. From time to time we may use your email address to request your feedback on our service, advise you of promotional offers regarding our current and new services and provide you with updates on our new products and product features.

We may also collect information such as your name, address, phone number and payment information in connection with your use of our products and services. This information is used to fulfill your purchase and to bill you as necessary based on your service plan.

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## **Customer Support**

You can reach out to us whenever you have questions or concerns via [info@xtickets.io](mailto:info@xtickets.io). We collect your email address and other contact information when you request customer support. We also collect information regarding your support request. This information is used to address your inquiry or service problem and to improve our service.