

Privacy Statement

Index

- 1. General
 - 1.1 Definitions
 - 1.2 Usage of our services
- 2. Collected data in detail
 - 2.1 Collected data
 - 2.2 Data storage
 - 2.3 Usage
 - 2.4 Data circulation
 - 2.5 Data security
 - 2.6 Electronic payments
 - 2.7 Cookies
 - 2.8 Statistics

1. General

Under the name alltickets.ch, we offer a ticket trading platform, primarily for sold out events. In order to be able to provide our services, it is essential that we collect your specific personal data. This includes among other things your surname and first name, your email address for communication purposes as well as your home address for delivering your order. With a view to your safety, we set great store by collecting only the very minimum of your personal data.

1.1 Definitions

According to our definition, the term “personal data” comprises all details provided to us, in electronic or other form, enabling us to identify you unambiguously and to associate your details with your person. This includes e.g. your name, your email address and your individual orders. “Further data” however includes all details provided to us, not containing personal or factual information about an identified or identifiable individual – that means that information cannot be traced back to you directly.

1.2 Usage of our services

This data protection statement is subject of our general terms and conditions and any usage of our services requires the prior acceptance of these general terms and conditions.

In the following, we would like to give you a detailed overview of the different data we collect about our customers and to inform you how this data is used.

2. Collected data in detail

2.1 Collected data

In order to be able to provide our service, we collect the following personal data with each order as an obligatory requirement: surname, first name, full home address, email address. All other details like telephone number or additional email addresses and dates of birth remain optional.

Furthermore, we record and store certain information while you are visiting our webshop at alltickets.ch, which however cannot be traced back to you directly. This data comprises e.g. access statistics of our server environment.

2.2 Data storage

The storage of all data available to us is carried out without exception in a safe database environment, protected from public access within Swiss borders. We are subject to the Swiss federal data protection law (Schweizer Bundesgesetz über den Datenschutz DSG) and guarantee to the best of our knowledge and in all conscience our adherence to all regulations. Very sensitive data such as passwords are secured by one-way encryption.

2.3 Usage

We guarantee at all times that all data available to us will be used exclusively to provide and improve our services

2.4 Data circulation

Furthermore, we guarantee at all times, that the data available to us, especially personal data, will in no way be sold, let, given away, published or made available to third parties in any other way.

Apart from the following cases

- for a purpose immediately connected with the purpose for which your data was originally collected or
- where the transfer to third parties is legally required or required due to an official/court order or
- where the transfer of data is necessary in order to justify or to ensure legal claims or to protect ourselves from legal action.

2.5 Data security

As far as possible, we guarantee at all times the safe storage and the unconditionally safe handling of the data available to us. The customer alone assumes responsibility for the safe data delivery as well as for safeguarding that the data is not intercepted by third parties, recorded or stolen while being transferred between the customer and alltickets.ch GmbH or made available in other ways to third parties.

2.6 Electronic payments

If the customer selects the payment options Postfinance DebitDirect (former Postcard), yellownet, e-banking, VISA or Mastercard, the respective financial institutions are responsible for data protection. In the case of payments with DebitDirect, VISA or Mastercard via our interface with the service yellowpay provided by the Swiss Postfinance AG, we guarantee an encoded and tap-proof transmission of all data to Postfinance. alltickets.ch GmbH will not be informed at any time about specific information such as credit card numbers, postcard numbers, expiration dates, log-in information for yellownet, etc., or passwords – all information is processed over the respective financial institution's payment system with no involvement of alltickets.ch.

2.7 Cookies

In order to accompany the customer during the entire order process and/or to maintain his/her temporary log-in for the safe customer area, a session-based server technology is applied, which uses cookies. The customer is at no time obliged to activate cookies in his/her browser. However, alltickets.ch GmbH can only guarantee a correct and safe function of its entire website at <http://www.alltickets.ch> if cookies are used.

Further information on cookies can be obtained on Wikipedia at [HTTP-Cookies](http://en.wikipedia.org/wiki/HTTP_cookies)

2.8 Statistics

Every access to our server environment will be detected automatically by the system and can be used for detailed evaluation. That information includes exclusively data that cannot be traced back to an identified or identifiable individual. That data includes for example.:

- the customer's current IP address and
- the browser used and
- the operating system used and
- the websites visited and
- the transferring sites (e.g. information on the use of search engines) as well as
- date, time and duration of access.

We reserve the right to make use of and analyse the abovementioned statistical data for internal purposes, especially in order to improve our service on our website.

29 March 2008