

Poppin

Privacy Policy

Last Updated: September 7, 2023

Introduction

“Poppin”, a product of Poppin Technologies Inc. (**“we” “us”**), is a software application enabling event organizers (**“Hosts”**) to list, promote, and sell tickets to attend their events and users to find and get tickets for those events from the Hosts. The software application is available through our website at www.joinpoppin.com (the **“Website”**) and our related Poppin mobile application (the **“App”** and such service provided through the Website and App, the **“Service”**). This Privacy Policy describes how we collect, use, and share personal information when you interact with us in relation to the Website, App, and the Service. Personal information refers to information that identifies you or that is or can reasonably be associated with you.

If you do not consent to the collection and use of your personal information as described in this privacy policy or that is made evident when using the Website, App, or Service, then you should not use them or provide us your personal information. If you have questions about our privacy practices or the use of your personal information, you may contact us at our contact information at the end of this privacy policy.

Personal Information We Collect

We collect personal information that you provide to us and we automatically collect technical information that may include personal information when you visit and interact with the Service.

When registering an account with the Service, we collect your name, email address, phone number, and other information requested in the account creation process that you choose to share (such registered users of the Service, **“Users”**). When you interact with the Service, we may collect your personal information through the Website or App. For example, to purchase a ticket to attend an event through your account in the Service, we will collect information about the purchase such as the payment information you provide. (Note – when you make a purchase through the Service, your payment method information is principally collected and processed by our third party payment processor, currently Stripe. We directly collect only limited information associated with your payment method.) We may collect other information you voluntarily submit to us, such as when you complete a survey, or email us for technical support or otherwise communicate or submit information to us directly or through the Service.

In addition to the personal information you deliberately provide us, we collect technical information automatically when you visit and interact with the Service. This information may include your IP address, device type and identifier, browser type and version, operating system, and information about your activity on the Service including the date and time you access the Service and similar web server log information. Some of this information we may collect through cookies (discussed below), web beacons and pixel tags, local shared objects and other similar technologies. Some of this technical information could identify or be associated with you and so is personal information.

We may also collect personal information about you from other users of the Service or other third parties. For example, a Host may provide us your personal information as part of a list of actual or potential attendees of the Host’s events for purposes of using the Service to promote, offer, and sell tickets to the Host’s future events. We may also collect your personal information from social media companies, payment processing providers, or other third parties. For example, when you **“like”** or **“follow”** us on a social media site such as Instagram, we may collect your personal information from the site.

We also may collect the location of your device for purposes of providing certain location-based features of the Service. See the section entitled “Location-Based Services” below.

Purposes of Using Personal Information

We may use your personal information in different ways and for different purposes depending on how you use the Service, including whether you have created an account or are simply visiting the public facing parts of the Website and whether you’re using the Service to find and get tickets to events or to list and promote events as a Host. Generally, we use personal information you provide for the purpose for which you provided it to us and to operate the Service and our business. For example, when you purchase a ticket through the Service, we will use your personal information to facilitate the ticket sale, but may also use it to report to the event’s Host information about Users who have RSVP’ed or purchased tickets to their event or to analyze usage of the Service or other business operations. By way of further examples, and depending on the circumstances, we may use your personal information, or enable use of your personal information to:

- Create your account when you register, provide you access to and use of the Service, and otherwise operate and improve the Website, App, and Service and our business generally, which may include providing your information to other Users of the Service through Service features such as messaging and marketing features;
- Communicate with you about your account and use of the Website, App, and Service including sending you information, requesting your feedback, answering your questions, providing you support, and notifying you of changes to our policies and terms;
- Execute Hosts’ and other Users’ use of features of the Service that use your personal information, such as when a Host sends email or text notifications to Users who have obtained tickets to their event through the Service.
- Personalize content and experiences on the Website, App, and Service;
- Analyze your use of the Website, App, and Service to maintain, improve, and troubleshoot them;
- Generate aggregated or de-identified data (information that does not identify and cannot be reasonably associated with you) as further described in our [Terms of Service](#).
- Detect, investigate, and prevent activities that may violate our policies, pose safety issues, or be fraudulent or illegal; and
- Comply with our legal obligations and enforce our legal agreements and rights and interests including our [Terms of Service](#) or other agreements with you.

While in some cases, your personal information may be provided to other Users, particularly Hosts, who may then use that personal information for their own purposes (for example, to promote events to you using features of the Service), we are not responsible for other User’s use of your personal information they receive through the Service.

Location-Based Services

By default, the Service accesses and uses the location of your device to show you events near you and your location may be similarly used by the Service in other ways to enhance or enable present and future features of the Service (such location collection and use, “Location-based Services”). You may be given the option to enable or disable certain Location-based Services through your account settings in the Service and typically with most devices, you can also enable or disable the ability of the Service to collect your device’s location entirely through the device’s settings. The ability to show you events that are near you is a key feature of the Service. If you choose to disable the Service’s ability to collect and use your device’s location, the features of the Service that rely on your location that you disable, including the ability to show you nearby events, will not function.

When We Disclose Personal Information to Third Parties

Hosts are able to see and export from the Service lists of the Users who have signed up to attend their events and so it is possible that the Hosts of events you sign up for may use your information to market events and other goods and services to you in the future. Otherwise, we do not share personal information with unaffiliated third parties for their own marketing purposes. We also do not sell your personal information.

We may disclose personal information we collect to third parties as follows:

- With other Users, such as with a Host of an event you purchased a ticket for or expressed interest in through the Service or when you post or send information about yourself through the Service that is available to some or all Users;
- With our affiliated organizations (for example, our parent company, or companies under common control with us);
- With our vendors involved in hosting the Website and the Service and the application data within it, providing support or analytics services, monitoring and ensuring security, or otherwise supporting our operations, including our advertising and marketing activities;
- With law enforcement agencies, government bodies, regulatory organizations, courts, or other public authorities if we agree or are legally required to comply with their requests;
- To satisfy any applicable law, or other legal or regulatory requirement;
- With a third party with which we are engaged in an acquisition, merger, asset sale, or other similar business transaction that involves a sale, transfer, or merger of personal information we maintain to or with another organization; and
- When you direct or specifically consent to the disclosure.

Third Party Links

The Website and App may contain links to internet sites or third-party applications or widgets operated by other companies that we do not own or control. We cannot be responsible for the privacy practices of websites or other services operated by third parties. Once you leave the Website or App via such a link or access a third-party application or widget, you should review the applicable privacy policy of that third party to determine how they will handle any personal information they collect from you. One example is social media widgets. The Website and App may include social media and other third party functions, such as Instagram widgets that link to our pages on those platforms. These widgets may collect information about which pages you visit on the Website and the IP address of the device you use to connect to the Internet. The widgets may also set a cookie to ensure the features are functioning properly. Similarly, Users may add links to their own social media pages to their User profile. Your interactions with those social media links and widgets and with those third party social media platforms themselves are governed by the privacy policies of the companies that provide them. Any information, communications, or materials you submit to us via a social media platform is done at your own risk without any expectation of privacy. We cannot control the actions of other Users or the actions or policies of the third party platforms and services themselves. If you use any of the social media functions, links or widgets through the Service, we strongly suggest you review the privacy policies of the companies that provide those functions and features.

Cookies

Cookies are small files that are stored on your browsing device when you visit a website. We use cookies, mobile device identifiers, and similar technologies to do a number of things such as remember your preferences, allow certain of our web-based services and features to function, and analyze activity on

our Website in an aggregated manner. Cookies do not themselves store information that identifies you, but they are often used in a manner such that they can be associated with you.

Here are the types of cookies you may encounter in using our Website:

- Strictly Necessary - these are required by the Website, App or Service to perform certain functions such as allowing you to login into your account;
- Functional – these help to improve your experience by doing things like remembering certain preferences you have set or optimizing the Website, App, or Service for your device; and
- Analytic – these are used to analyze, in an aggregated manner, the way the Website, App, and Service are used so that we can troubleshoot and improve them and our other offerings.
- Advertising – these are used to make advertising more effective and relevant to you, such as by limiting the number of times an ad is presented to you, ensuring that ads are properly displayed, or presenting ads that are based on your inferred interests.

Cookies may be set by our Website or by third parties we use for certain functions. Most internet browser settings will allow you to accept, reject, delete, and otherwise manage cookies set when using that browser. You can find more information about this at <https://allaboutcookies.org/>. You can also avoid receiving cookies by browsing the Website using your browser's anonymous usage setting (called "Incognito" in Chrome, "InPrivate" for Microsoft Edge, and "Private Browsing" in Firefox and Safari). Blocking our strictly necessary cookies will prevent certain functions of the Website, App, or Service from working properly or at all.

Google Analytics: We also use Google Analytics ("GA"), a tool operated by Google that uses cookies, web beacons, and other means to collect information about your access to the Service through the Website or App so that we may analyze how and when the Service, Website, and App are used on an aggregated basis. You can read about how GA collects and processes data at www.google.com/policies/privacy/partners. You may opt out of the use of GA when accessing the Service through your browser by using Google's opt-out browser add-on found at <https://tools.google.com/dlpage/gaoptout?hl=en>. However, use of the browser add-on does not prevent GA's use outside of the browser on which the add-on is used nor does it prevent information from being transmitted to us or to other web analysis services we may engage.

Interest-Based Advertising

We may work with third party services and advertising networks like Google and Facebook to have them display our advertisements to individuals based on general demographic data, inferred interests and browsing activity collected by those third parties over time and across third-party websites that would indicate potential interest in the Service. This information about you is collected by the third parties and is not shared with us. However, in some cases, those third party services track traffic to our Service for purposes of measuring the effectiveness of their advertising services and we may have access to those results in an aggregated form that we cannot reasonably link to a particular person. We may also share your personal information with these third parties in using their services to conduct marketing and advertising campaigns directed to you and others. Some of these activities rely on the use of cookies and similar technologies. You can read more about our use of such technologies and about your choices in limiting their use in the section above titled "Cookies."

How Do I Manage My Personal Information?

If you have an account, you can modify certain portions of your personal information associated with your account by logging in and modifying or deleting the information in your account profile and

settings. Certain information such as a name, email address, and phone number are required in order to maintain an account. To request a correction or deletion of personal information that you cannot manage through your account or to request that we delete your account, you can contact us with the request at our contact information below. When we delete personal information from your account (or delete your account entirely), we permanently delete your data from the Service's active user database. The data will thereafter remain in backups of the database until cycled out in accordance with our backup retention practices. You should be aware that traces of data can be recorded in multiple places in an information technology system and therefore it may not be feasible to remove from all our servers and devices each and every record of the information you have provided to us.

How Secure Is My Personal Information?

We use reasonable administrative, technical, personnel, and physical measures to safeguard your personal information against loss, theft, or unauthorized use, disclosure, or modification. However, we cannot guarantee the accuracy of any personal information you provide. Also, you should be aware that, particularly with internet-based services such as the Service, there is always some risk of unauthorized access or loss of personal information stored in or transmitted to and from us and the Service.

Children Under the Age of 18

The Service is not intended for use by children. If you are under 18, do not use or provide any information to the Service, Website, or App, or through any of their features. If we learn we have collected or received personal information from someone under 18, we will delete that information. If you believe we might have any information from or about a child under 18, please contact us at our contact information below.

United States-Based

The Service is hosted and operated in and are intended for use within the United States. If you are located outside of the United States, please be aware that the information submitted to us or the Service will be transferred to and processed in the United States. We do not undertake to comply with privacy or data protection laws of other countries.

Do Not Track Requests

"Do Not Track" ("DNT") is a preference you can set in your web browser to let the websites you visit know that you do not want them collecting data about you. At this time, we do not respond to DNT or similar signals. Please refer to the "Cookies" section of this Privacy Policy for more information about how you can decline and manage the placement and use of cookies on your device.

Changes to Our Privacy Policy

We may change this privacy policy at any time. Any changes will become effective upon the date of our posting of the revised Privacy Policy here as indicated by the "last updated" date above. Depending on the extent of the change, we may notify you of the update via email and/or through the Service.

Contact Us

If you have any questions about this Privacy Policy, you can contact us by email: support@joinpoppin.com.