

TicketPeak Privacy Policy

Our Commitment To Privacy

Your privacy is important to us. We provide this notice explaining our online information practices and the choices you can make about the way your information is collected and used. We do not sell or rent your personally identifiable information to any party.

Information We Collect and How We Use It

This notice applies to all information collected or submitted on our ticketpeak.com or ticketpeak.co pages. The types of information collected from you include but are not limited to: Name, Email address, Phone number, and Company Name. We use this information only to contact you - by email or by phone. We do not share this information with outside parties.

From clients, credit card information may be requested to pay for the software service. Such data is requested by Heartland Payments and is entered on Heartland PCI-compliant servers. This information is used only to complete the transaction.

On some ticketpeak.com or ticketpeak.co pages, consumers can order tickets from the ticket seller. The types of personal information collected at these pages may include the above, plus, in some cases, mailing addresses. This information is passed to the ticket seller. It is not shared by us with any other party. We do not have control over how the ticket seller may use such information. From the TicketPeak pages, when buying tickets, you may be directed to our Heartland Payment Gateway or to the ticket seller's merchant account for credit card processing. Our sites do not see any of the information collected from ticket seller's external merchant accounts. The transactions that go through TicketPeak are processed through Heartland Payments. As such, no credit card information is entered or stored on any TicketPeak pages or servers. TicketPeak Inc maintains a certificate of PCI Compliance from Heartland Control Scan.

Our Commitment To Data Security

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online.

TicketPeak data is stored on a secure server hosted by Contegix at their St Louis, Missouri data center. The hosts are hardened based on customized versions of CIS benchmarks at the OS layer. They are subject to SOC 2 assessment and certification. Private clouds and co-location servers are subject to SOC 2 up the Contegix service. Additional security services including network and/or host-based IDP, centralized logging, VPN, and vulnerability scanning services are available. In case of a breach, Contegix will notify or are notified upon detection. Internal security incidents are only reported to customers if the event has any impact, or strong possibility of an impact, to the customer's services. Incidents regarding one customer will not be shared with any other customer unless there is a known impact to the second customers. Customer security incidents discovered are reported to the customer upon discovery. Events which are clearly false positives are not reported to the customer, but events which cannot be clearly defined as false positives are referred to the customer for additional review and transparency. Contegix and TicketPeak do not report any customer information security events to outside entities except when required by law. All events are provided to the customer, who then

address any reporting requirements. Requests for customer data or event review are immediately referred to the customer for a response unless prohibited by a court-issued nondisclosure order.

Our Commitment To Children's Privacy

We never collect or maintain information at our website from those we actually know are under 13, and no part of our website is structured to attract anyone under 13.

Warranty and Returns Policy

Refunds/Exchange/Cancellation>Returns

Clients can stop using the software service anytime without advance notice. We provide only a software service. We do not provide physical products, so returns are not applicable.

Warranty

We warrant that our software applications will perform in a manner consistent with general industry standards reasonably applicable.