



PRIVACY POLICY OF THE TIXY PLATFORM

Version no. 4, effective from the 11 of June 2026

- PART ONE – BASIC INFORMATION** **2**
- 1. Introduction 2
- 2. Controller 2
- 3. Contact details 2
- 4. Protection of children’s personal data 2
- PART TWO – HOW WE USE YOUR DATA** **2**
- 5. Sources of personal data 2
- 6. Categories of personal data 3
- 7. Purposes of and grounds for the processing of personal data and period of storage thereof 5
- PART THREE – DATA RECIPIENTS AND DATA TRANSFERS** **9**
- 8. Data Recipients 9
- 8.1 Organizer (independent controller or processor) 9
- 8.2 Payment service providers (independent controllers) 10
- 8.3 Analytics service provider (joint controller or independent controller) 10
- 8.4 Analytics service provider (processor) 11
- 8.5 Google Wallet service provider (controller) 11
- 8.6 Apple Wallet service provider (controller) 11
- 9. Transfers of data outside the EEA 11
- 10. Obligation to provide data 12
- PART FOUR – YOUR RIGHTS** **12**
- 11. Rights related to personal data 12
- 11.1 Right to object 12
- 11.2 Right to withdraw your consent 13
- 11.3 Right of access to and to receive copies of your data 13
- 11.4 Right to rectify your data 13
- 11.5 Right to erase your data 13
- 11.6 Right to restrict the processing of your data 13
- 11.7 Right to transfer your data 13
- 11.8 Right to lodge a complaint with supervisory authority 13
- PART FIVE – DEFINITIONS AND AMENDMENTS TO THE PRIVACY POLICY** **14**
- 12. Definitions 14
- 13. Amendments 15



PART ONE – BASIC INFORMATION

1. Introduction

This Privacy Policy describes how TIXY sp. z o.o. with its registered office in Cieszyn (“TIXY”, “we”, “our” or “us”) collects and uses your personal data in connection with the use of the Platform and the Services by you, i.e. the Customer, the Organizer or an Organizer's employee authorised to use the Organizer's Account.

We make the Platform and Services available to you in accordance with TIXY's Terms and Conditions. Please read TIXY's Terms and Conditions before accessing the Platform or Services. If you use the Platform or Services, you are hereby accepting the activities relating to your personal data as described in this Privacy Policy. If you do not agree with its contents, you should refrain from using the Platform or the Services.

In this Privacy Policy we use the defined terms. They are written in capital letters. To become familiar with them, go to section 12.

2. Controller

The Controller of your personal data is TIXY sp. z o.o. with its registered office in Cieszyn (TIXY's details can be found in section 12).

In certain situations, we are a joint controller together with another entity. For example, we are a joint controller together with Meta Platforms Ireland Limited when using the Meta Pixel analytics tool (section 8.3).

3. Contact details

You can contact us by e-mail at: kontakt@tixyapp.com or by traditional mail at the address: TIXY sp. z o.o., ul. Rynek 6, 43-400 Cieszyn, Polska.

4. Protection of children's personal data

The Platform and Services are only intended for individuals who are 16 years of age or older. In connection with the Platform or the Services, we do not knowingly collect personal information from individuals who are under the age of 16. If you are under the age of 16, you cannot use the Platform or the Services (e.g. purchase Tickets).

PART TWO – HOW WE USE YOUR DATA

5. Sources of personal data

We only collect your personal data if it is lawful and only to the extent that it is necessary to achieve our purposes. We use the following sources of personal data:

- **You and your devices** – we collect your data directly from you, for example when you enter data to create your Account on the Platform or when you contact us; we also



collect data from your devices, for example when you use the Platform via a web browser;

- **Other Users** – in certain situations we collect your data from other Users, for example where a friend or colleague buys a Ticket for you using your personal data or when another User changes personal data on a Ticket (when allowed by TIXY's Regulations);
- **Organizers** – in certain situations we collect your data from Organizers, for example if you are an Organizer's employee authorised to use the Organizer's Account;
- **Third Parties** – we collect your data from third parties that we cooperate with. For example, we collect your personal data when you interact with the TIXY profile on the YouTube platform. The source of the data is Google Ireland Limited, Google Building Gordon House, 4 Barrow St, Dublin, D04 E5W5, Ireland. You can find more information on how Google shares your data at the address: <https://policies.google.com/privacy>;
- **Public sources** – in certain situations we collect your data from public sources, for example when we collect data for the automatic completion of invoice details on the basis on the NIP [*tax identification number*] provided; the sources of your data are public online databases, public registers, public authorities or offices (e.g. Central Statistical Office).

When you are the source of another User's personal data (e.g., when you change personal data on a Ticket to another person's data or when you purchase Personal Tickets), we use the data you provide to us. When you provide us with personal data, you represent that the personal data you provide is complete and that it was collected and shared with us in accordance with the GDPR.

6. Categories of personal data

We only use your personal data where it is lawful to do so and only to the extent necessary to achieve our purposes (section 7). We collect and use the following categories of your personal data:

- **Basic data** – name and surname, date of birth.
- **Contact data** – e-mail address, telephone number, correspondence address (we may use the correspondence address, among other things, for the purpose of shipping collector's Tickets in paper form).
- **Credentials** – data collected and used in connection with the registration of an Account or an Organizer's Account, including the unique identification number (user ID) that is assigned to the Account.
- **Invoice data** – name of the entity, NIP of the entity, address of the entity (we can obtain some data from public sources based on the NIP of the entity).
- **Account details** – password, phone number, profile picture (if you set it up), age (if you provide it).



- **Organizer's Account Details** – Organizer's name, password, profile picture (if you set it up) and address details.
- **Data concerning Services** – data collected and used in connection with the provision of Services, including the telephone number, Ticket price, date and venue of the Event related to the Ticket, type and pool of Ticket, type of place assigned to the Ticket, number of the place assigned to the Ticket (if applicable), unique QR code, and unique ID assigned to the Ticket.
- **Data concerning Additional Benefits** – data collected by Organizers through TIXY, including through the use of the Platform (e.g., T-shirt size).
- **Data relating to Services for Organizers** – data collected and used in connection with the provision of Services for Organizers.
- **Payment data** – data collected and used in connection with your payment processing, including: your order history, payment methods selected, payment status (e.g. whether the transaction has been paid for), order number, payment description, payment identifier (if applicable); we process these data only to the extent necessary in connection with the processing of your payments by the payment operator (section 8.2) or the fulfillment of your cash payments.
- **Customer service data** – data collected and used in connection with customer service, including for the purpose of communication with you and of handling your complaints, requests, questions or applications, such as, e.g., your telephone number.
- **Marketing Data** – data collected and used in connection with our marketing activities, including marketing segmentation, your use of the Newsletter and the conduct of direct marketing in specific communication channels based on your marketing consents.
- **Social media data** – data collected and used in connection with your interactions with or visits to our social media profiles, including your username when you send us a message on the Instagram platform, and the content of such message. Please note that social media platforms are your data's independent controllers. The use of such platforms is subject to the privacy policies and regulations of the operators of such platforms. For example, you may get familiar with the privacy policies of the platforms [Facebook](#), [Instagram](#), [TikTok](#), [YouTube](#). We encourage you to get familiar with those documents before using their services. We are not responsible for the policies, terms of use or practices of social media platform operators.
- **Location data** – data collected and used in connection with your consent to the processing of geolocation data obtained from your browser, including the IP address used for location purposes (e.g. determination of geographical longitude and latitude) or the time of recording of location information.
- **Measurement data** – data collected and used in connection with your use of the Platform and the Services, including data relating to your interaction with and navigation through the Platform interface (cursor activity), the length of your visit to the Platform, the number of views of Platform sub-pages, the length of time spent on a sub-page, the way you navigate between sub-pages. Most of such information does not constitute personal data. However, if they enable your identification, for example



in combination with other data, we treat them as personal data. For more information on the technology we use, please see our [Cookie Policy](#).

- **Technical data** – data collected and used in connection with the use of the IT Systems, including IP address, hardware details, information about the operating system or other software used by your device, statistics derived from such data. Most of such information does not constitute personal data. However, if they enable you to be identified, for example in combination with other data, we treat them as personal data. For more information on the technological solutions we use, please see our [Cookie Policy](#).

7. Purposes of and grounds for the processing of personal data and period of storage thereof

We only process your personal data insofar as it is lawful to do so, including in the following situations (so-called grounds for processing):

- **Your consent** (Article 6(1)(a) of GDPR) – when we have your explicit, conscious, unambiguous and voluntary consent to use your data;
- **Performance of a contract** (Article 6(1)(b) of GDPR) – where the use of the data is necessary for the performance of a contract with you or to take steps in connection with the contract at your request;
- **Legal obligation** (Article 6(1)(c) of GDPR) – where the use of the data is necessary for compliance with our legal obligation;
- **Legitimate interest** (Article 6(1)(f) of GDPR) – where the use of the data is necessary for the exercise of the legitimate interests of TIXY or of third parties and where this is permissible under GDPR.

Each purpose for which we use your personal data has a specific ground for processing and a maximum storage period of the personal data.

We keep your personal data only for as long as is necessary for the purposes for which we collected it. That means that the duration of storage depends on the purpose of the processing. For example, we store your personal data for the period during which we provide the Services to you in accordance with the contract we have entered into with you under TIXY's Terms and Conditions.

Upon the end of the data storage period, we permanently delete or anonymise personal data. In certain situations, the data storage or use period may be extended. For example, we may use your personal data after the termination of the contract when this is necessary for the establishment and exercise of possible claims or for the defence against claims. We may also store your data for longer in situations where we are required to do so by law (e.g. tax law).

For a description of the use of your data, please see the table below.

Purpose of the processing	Basis for processing	Period of storage
Provision of Services, including performance of the Ticket Sales Contract (including registration and creation of an Account, use of the Account, completion of the Purchase Process)	Performance of the contract and our legitimate interest (counteracting misuse).	6 years from the end of the year in which our contract with you was terminated (end of the provision of the Services).
Handling consumer complaints	Legal obligation determined in Article 7a of the Act of 30 May 2014 on Consumer Rights.	3 years from the end of the year during which the complaint procedure was completed.
Handling your questions, requests, applications and communications other than consumer complaints	Our legitimate interest (protection of your and TIXY's rights).	Until the communication is ended.
Ensuring the confidentiality and security of the Platform and Services (including log auditing, debugging, protection against misuse, fraud or violation of good practice)	Legal obligation determined in Article 7 of the Act of 18 July 2002 on the provision of services by electronic means and our legitimate interest (protection of your and TIXY's rights).	Until the time our contract with you is terminated (end of the provision of the Services).
Display of content on the Platform according to your location (including the display of Events that will take place nearby your location)	Your voluntary consent by way of granting access to geolocation data taken from your web browser	Until you withdraw your consent, but no longer than until our contract with you is terminated (end of the provision of the Services).

Purpose of the processing	Basis for processing	Period of storage
<p>Newsletter (including sending via e-mail marketing messages included in the Newsletter).</p>	<p>Performance of the contract for the provision of the Newsletter and, in terms of sending marketing messages in the Newsletter via e-mail, our legitimate interest (processing of data for marketing purposes).</p>	<p>6 years from the end of the year when our contract with you was terminated (end of the provision of the Services).</p> <p>In terms of sending marketing messages: until you have successfully objected to the processing of your personal data or until you have withdrawn your consent to the sending of Newsletter marketing messages via email.</p>
<p>Marketing of products and services of TIXY (including marketing segmentation and direct marketing using electronic communication channels, e.g. email or SMS, and telephone)</p>	<p>Our legitimate interest (processing of data for marketing purposes).</p>	<p>Until you effectively object to the processing of your personal data.</p> <p>If your personal data are processed in connection with your consent to be contacted by a particular communication channel, e.g. electronic communication and telephone communication – until you withdraw such consent.</p>
<p>Marketing of products and services of the Organizer (including direct marketing using electronic communication channels, e.g. email or SMS, and telephone)</p>	<p>Our or the Organizer's legitimate interest (processing of data for marketing purposes).</p>	<p>Until you effectively object to the processing of your personal data.</p> <p>If your personal data are processed in connection with your consent to be contacted by a particular communication channel, e.g. electronic communication and telephone communication – until you withdraw such consent.</p>
<p>Fulfillment of Tixy's obligations specified in tax and accounting regulations</p>	<p>Legal obligation specified in tax laws, including in Art. 70 § 1 of the Tax Ordinance, and obligations related to the use of the National e-Invoice System.</p>	<p>5 years from the end of the calendar year during which the deadline for tax payment has expired (unless a different deadline is specified by law).</p>

Purpose of the processing	Basis for processing	Period of storage
<p>Establishment of claims, defence of claims or pursuit of claims (including recovery)</p>	<p>Our legitimate interest (the pursuit and defence of our legal interests or rights).</p>	<p>3 years from the end of the year in which our contract with you is terminated (end of the provision of the Services) – as regards claims for periodic performance and business-related claims.</p> <p>6 years from the end of the year in which our contract with you was terminated (end of the provision of the Services) – in other situations.</p>
<p>Statistical analysis of your behaviour and preferences in order to improve the Platform and Services (including your interactions with the Platform interface)</p>	<p>Our legitimate interest (improving the quality of the Platform and Services).</p>	<p>Until you effectively object to the processing of your personal data but for no longer than 3 years from the end of the year in which our contract with you is terminated (end of the provision of the Services).</p>
<p>Use of necessary cookies (as far as it concerns personal data)</p>	<p>Performance of the contract.</p>	<p>According to the lifetime of the cookie in accordance with the Cookie Policy.</p>
<p>Use of functional cookies and analytics cookies (as far as they relate to personal data)</p>	<p>Your consent.</p>	
<p>Invitations sent upon the Organizer's request</p>	<p>The basis specified by the Organizer (TIXY, being the processor, manages the sending of the Invitations). To find out more, please contact the Organizer.</p>	<p>Storage period specified by the Organizer (TIXY, being the processor, carries out the sending of the Invitations). To find out more, please contact the Organizer.</p>



PART THREE – DATA RECIPIENTS AND DATA TRANSFERS

8. Data Recipients

We do not share your personal data with third parties unless it is lawful and necessary to do so. For example, we may allow such access where it is necessary for the performance of the Services under TIXY's Terms and Conditions. We may allow access to your personal data to the following categories of third parties:

- data storage providers;
- payment service providers;
- analytics solution providers;
- marketing solution providers;
- third-party developers or software providers;
- TIXY's group entities, including affiliates, subsidiaries and, in the event of a merger, takeover or reorganization – the third party involved;
- public authorities, when required by law and subject to statutory conditions and limitations;
- professional advisors such as lawyers, accountants and tax advisors.

We require our business partners to maintain the security and confidentiality of your data on terms that provide a level of protection broadly equivalent to that described in the Privacy Policy. Some of our business partners may be located outside the EEA, for example in the United States. For more information on the transfer of personal data outside the EEA, please see section 9 below.

Some of our business partners act on our behalf. In such cases, they have the status of a so-called processor, which means that they process your personal data in accordance with our instructions. Sometimes our business partners act as independent controllers of your personal data. In such cases, the relevant privacy policies and terms and conditions of such controllers may apply. We encourage you to read such documents before using such services. We are not responsible for the policies, terms of use or practices of third parties.

To facilitate your understanding of what happens to your personal data, below we describe in more detail the selected recipients of your data.

8.1 Organizer (independent controller or processor)

The Organizer is usually an independent controller of your personal data. This means that the Organizer determines the purposes and means of processing your personal data and is responsible for their processing. For example, if you contact the Organizer by telephone regarding Event Tickets, the Organizer's privacy policy or another relevant document applies to the use of your personal data in connection with such an inquiry.



The Organizer is also an independent controller of personal data in certain cases, for example, when it sends information about an Event cancellation to you via TIXY's IT Systems or in the scope concerning the Invitation. Tixy has the status of a processor with respect to the processing of personal data in connection with sending the Invitation. This means that, regarding Guests, it is the Organizer who determines the basis for processing your data and its storage period, and makes other decisions regarding Invitations and the processing of your personal data using Tixy's IT Systems. To find out more about the processing of your personal data as a Guest in connection with Invitations, please contact the Organizer.

In some cases, Organizers may be processors for third parties who are the controllers of your data. In such a case, such an entity determines the purposes and means of processing your personal data and is responsible for their processing. To find out more about the processing of your personal data, please contact the Organizer.

8.2 Payment service providers (independent controllers)

The recipient of your data is Krajowy Integrator Płatności S.A. with its registered office in Poznań, address: plac Andersa 3, 17th floor, 61-894 Poznań. Our partner performs for us the services as the operator of payments that you order in connection with the Platform and Services. We share with it the following categories of your personal data: order number; payment description; payment amounts; name and surname; email address. The purpose of sharing your data is to process the transaction you have ordered (e.g. purchase of a Ticket) and to confirm its completion. You can get familiar with the rules governing the processing of your personal data by Krajowy Integrator Płatności S.A. on its website at the following address: <https://tpay.com/privacy-policy>

The recipient of your data is Autopay S.A. with its registered office in Sopot, address: ul. Powstańców Warszawy 6, 81-718 Sopot. Our partner performs for us the services as the operator of payments that you order in connection with the Platform and Services. We share with it the following categories of your personal data: order number; payment amounts; email address. You can get familiar with the rules governing the processing of your personal data by Autopay S.A. on its website at the following address: https://autopay.eu/storage/app/media/Autopay_pl/Dokumenty/privacy_policy.pdf

8.3 Analytics service provider (joint controller or independent controller)

The recipient of your data is Meta Platforms Ireland Limited with its registered office in Ireland, address: Block J, Serpentine Avenue, Dublin 4, Ireland ("**Meta**"), provider of the Meta Pixel analytics tool. You can find more information about the Meta Pixel tool on the entity's website at the following address: <https://en-gb.facebook.com/business/tools/meta-pixel>

In certain situations We (TIXY) and Meta are joint controllers of personal data. Joint control includes the collection of personal data through Meta's business tools and the subsequent transfer of such data to Meta for the purposes set out in sections 2.a.iii to



2.a.v.1 of Meta Business Tools Terms available on Meta's website at the following address: <https://www.facebook.com/legal/terms/businesstools>. A detailed description of the data made available to Meta is set out in the document available on Meta's website at: https://www.facebook.com/legal/terms/businesstools_jointprocessing. Our arrangements with Meta, which set out the responsibilities of TIXY and Meta, are available on the Meta's website at: https://www.facebook.com/legal/controller_addendum.

In other situations, Meta is the independent controller of the personal data.

Meta is also the independent controller for any processing of personal data that takes place after the data have been transferred to Meta.

You can get familiar with the Meta's rules for the processing of your personal data on the Meta website at the following address: <https://www.facebook.com/privacy/policy>. You can contact Meta's Data Protection Officer via the form on Meta's website at the following address: <https://www.facebook.com/help/contact/540977946302970>.

8.4 Analytics service provider (processor)

The recipient of your data is OÜ Plausible Insights with its registered address in Estonia, address: Tartu maakond, Tartu linn, Tartu linn, Västriku tn 2, 50403, provider of the Plausible Analytics analytics tool. OÜ Plausible Insights is the processor of your personal data on our behalf on the basis of a personal data processing contract available at the following address: <https://plausible.io/dpa>. You can get familiar with the principles of processing your personal data by OÜ Plausible Insights at that entity's web page at the address: <https://plausible.io/data-policy> and <https://plausible.io/privacy>.

8.5 Google Wallet service provider (controller)

The recipient of your data is Google Ireland Limited, based in Ireland, address: Gordon House, Barrow Street, Dublin 4, Ireland, provider of the Google Wallet tool. We provide your data from our IT Systems at your request. TIXY does not control, provide nor is responsible for the Google Wallet service. You can review Google Ireland Limited's policy on the processing of your personal data in connection with the use of Google Wallet on the website at the address: <https://policies.google.com/privacy>. You can find more information about the Google Wallet service at the address: https://wallet.google.com/intl/pl_pl.

8.6 Apple Wallet service provider (controller)

The recipient of your data is Apple Distribution International Limited in Ireland, address: Hollyhill Ln, Hollyhill Industrial Estate, Cork, T23 YK84, Ireland, provider of the Apple Wallet tool. We provide your data from our IT Systems at your request. TIXY does not control, provide nor is responsible for the Apple Wallet service. You can review Apple Distribution International Limited's policy on the processing of your personal data in connection with the use of Apple Wallet at: <https://www.apple.com/legal/privacy/data/en/wallet>. You can find more information



about the Apple Wallet service on the website:
<https://www.apple.com/legal/internet-services/apple-pay-wallet/us>.

8.7 Our partners operating stationary points of sale (processors)

In the event that you purchase a Ticket at a stationary point of sale operated by our partner acting in our name and on our behalf, our partner processes your personal data within the scope concerning the purchase of the Ticket at the stationary point of sale. In such a case, TIXY is the controller of your personal data, and the partner is a processor of your personal data on our behalf based on a data processing agreement.

9. Transfers of data outside the EEA

The level of protection of personal data outside the EEA differs from that provided by EU law. For this reason, we transfer your personal data outside the EEA only when it is necessary and with an adequate level of protection, most importantly by cooperating with processors in countries for which the European Commission has issued a decision confirming an adequate level of protection of personal data. Alternatively, we can use the standard contractual clauses issued by the European Commission. If you would like to find out more about these safeguards, obtain their copy or find out where they have been made available, please contact us (section 3).

10. Obligation to provide data

In certain cases, the provision of personal data is mandatory by law or necessary for the fulfilment of your request or the performance of a contract concluded with you. If, in such situations, you do not provide us with your personal data, we may not be able to fulfil your request, perform or conclude a contract with you or comply with the law. In certain cases, this may consequently mean the termination of the contract or our inability to fulfil your request. For example, if you do not provide us with your personal data necessary for the complaint procedure, we may not be able to handle your complaint.

In other cases, the provision of personal data is voluntary. If you do not provide us with your personal data in such situations, we may not be able to process your request. For example, if you do not provide us with your contact details, we may not be able to contact you. Our web forms for collecting your personal data clearly specify which boxes are mandatory and which are voluntary.

PART FOUR – YOUR RIGHTS

11. Rights related to personal data

Contact us (section 3) to exercise your rights.

Where TIXY is your personal data's joint controller together with Meta Platforms Ireland Limited ("Meta"), you may also request Meta for the purpose of your exercise of the rights set out in Articles 15 to 20 of GDPR in respect to personal data stored by



Meta following joint processing. Our arrangements with Meta, which set out the responsibilities of TIXY and Meta, are available on Meta's website at the following address: https://www.facebook.com/legal/controller_addendum. Notwithstanding our arrangements, you have the right to exercise your rights under GDPR against any of the joint controllers (i.e. against TIXY or against Meta).

You have the following rights:

11.1 Right to object

You have the right to object to the processing of your data based on legitimate interests, either ours or those of a third party. You can do this at any time. If you raise an objection, we will cease to use your data if a legitimate interest constitutes the ground for processing.

That means that if you object to the processing of your data for direct marketing purposes, for example, we will not use them for such purposes.

In exceptional circumstances, we may still use your data despite your objection. This exception does not apply in the case of your objection to the processing of your data for direct marketing purposes.

11.2 Right to withdraw your consent

You have the right to withdraw your consent to the processing of your personal data. You can do this at any time. If you withdraw your consent, we will cease to use your personal data where the consent constitutes the ground for processing. The withdrawal of consent does not affect the lawfulness of the processing based on that consent during the period before the withdrawal. The right to withdraw consent only applies to the extent that your data are processed on the grounds of consent.

11.3 Right of access to and to receive copies of your data

You can request information from us about the processing of your personal data. You can also request from us a free copy of your personal data that we process. We may charge a fee for this in certain situations as set out in GDPR.

11.4 Right to rectify your data

You can request rectification of the personal data we use, for example, when they are inaccurate. You can also supplement your data if they are incomplete. You can also independently change the personal data on the Ticket (when permitted by TIXY's Regulations).

11.5 Right to erase your data

You may request the erasure of your personal data under certain conditions determined by law. However, this is not an absolute right and shall not apply in certain



circumstances, for example where the use of your data is necessary for the establishment or pursuit of legal claims as well as the defence against them.

11.6 Right to restrict the processing of your data

You can request us to cease to process your personal data, except for storage, under certain conditions determined by law. However, this is not an absolute right and shall not apply in certain circumstances, for example when the use of your data is necessary to protect the rights of another natural or legal person.

11.7 Right to transfer your data

You can request us to provide you or another controller with your personal data in a commonly used machine-readable format. This right applies where we use your data on the basis of your consent or contract and where the processing is carried out by automated means.

11.8 Right to lodge a complaint with supervisory authority

You may lodge a complaint with a supervisory authority for the protection of personal data. You may lodge such a complaint with your local data protection authority or with the President of the Personal Data Protection Office, the Polish supervisory authority based in Warsaw, Poland (<https://uodo.gov.pl/en>).

PART FIVE – DEFINITIONS AND AMENDMENTS TO THE PRIVACY POLICY

12. Definitions

All terms that are not defined in the Privacy Policy have the meanings as set out in TIXY's Terms and Conditions. You are suggested to get familiar with them in order to understand the Privacy Policy better. The following terms used in the Privacy Policy have the meanings set out below.

- **Ticket** – Ticket as defined in TIXY's Terms and Conditions.
- **Personal Ticket** – Personal Ticket as defined in TIXY's Regulations.
- **Personal data, controller, processing** and other terms not defined herein relating to personal data have the meaning set out in Article 4 of GDPR.
- **Additional Benefits** – Additional Benefits defined in TIXY's Regulations.
- **EEA** – the European Economic Area.
- **Guest** – an entity to whom the Organizer has sent an Invitation via the TIXY Platform. The Guest may be a natural person, a legal person, an organizational unit without legal personality that has been granted legal capacity by law or a person acting for and on behalf of such persons or units.
- **Account** – an Account as defined in TIXY's Terms and Conditions.



Privacy Policy of the TIXY Platform

Version no. 4, effective from the 11 of June 2026

- **Organizer's Account** – the Organizer's Account as defined in TIXY's Terms and Conditions.
- **Platform** – the TIXY Platform as defined in TIXY's Terms and Conditions.
- **Privacy Policy** – this TIXY Platform Privacy Policy (this document).
- **Cookie Policy** – the Cookie Policy available at the following address: www.tixyapp.com/cookie-policy.
- **Invitations Terms and Conditions** – Invitations Terms and Conditions dated 3 April 2024.
- **TIXY's Terms and Conditions** – Terms and Conditions for the Purchase of Tickets available at the following address: <https://www.tixyapp.com/terms>; Terms and Conditions for the Provision of Services by Electronic Means on the TIXY Platform, available at the following address: <https://tixyapp.com/terms>; and Terms and Conditions for the Provision of Services by Electronic Means for Organizers.
- **GDPR** – Regulation of the European Parliament and of the Council (EU) 2016/679 of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).
- **IT Systems** – TIXY's information and communication systems, including, among other things, assemblies of cooperating IT devices and of software that provide for the processing and storage, as well as the sending and receiving of data via telecommunications networks with the use of a telecommunications terminal equipment appropriate for the type of network concerned.
- **TIXY** ("we", "our(s)" etc.) – TIXY sp. z o.o. operating and registered at the address Rynek 6, Cieszyn (43-400), entered into the entrepreneurs' register of the National Court Register kept by the District Court in Bielsko-Biała, VIII Commercial Division of the National Court Register, under the KRS Number 0000801016, NIP 5482726872, REGON [*statistical identification number*] 384257448, share capital amounting to PLN 50,000.
- **You** ("your(s)" etc.) – a User defined in TIXY's Terms and Conditions, i.e. the Customer, the Organizer or an Organizer's employee authorised to use the Organizer's Account.
- **Services** – the performances provided by TIXY under TIXY's Terms and Conditions, as set out in TIXY's Terms and Conditions, including the Services, the Ticket Sales Contract and other.
- **Invitations** – Invitations as defined in the Invitations Terms and Conditions.
- **Event** – an Event as defined in TIXY's Terms and Conditions.

13. Amendments



Privacy Policy of the TIXY Platform

Version no. 4, effective from the 11 of June 2026

The current version of the Privacy Policy has been adopted and applies as of the 9 of June 2026.

We may amend this Privacy Policy, for example, when it is necessary due to changes in TIXY's Terms and Conditions, changes in legal requirements or changes in the way we use your personal information. We may also amend the Privacy Policy to make it clearer, more accessible and more understandable to you.

If we amend the Privacy Policy, we will allow you to access previous versions.

Previous versions of the Privacy Policy:

- version no. 1 applicable from 8 December 2023, available [here](#).
- version no. 2 applicable from 30 April 2024, available [here](#).
- version no. 3 applicable from 12 November 2024, available [here](#).