

# Privacy statement

This is the privacy statement of the private limited liability company with ordinary structure EventCHI B.V. , hereinafter referred to as: EventCHI. EventCHI is registered with the Chamber of Commerce under number 72745630 and is located at Hofplein 20 (3031AC) in Rotterdam. This document explains how EventCHI deals with the processing of your personal data. In processing your personal data, EventCHI exercises the utmost care.

## Acquisition of personal data

If you use the services of EventCHI, you yourself provide a number of personal data to EventCHI, or personal data are obtained from you in the framework of the agreement. Personal data is defined as all data relating to identified or identifiable natural persons.

### Categories of Personal Data

- EventCHI processes the following categories of personal data:
- Contact and name and address details;
- Date of birth;
- Financial data;
- ID;
- Account data, including your password and username;
- Company data;
- Other personal data provided by you.

### Purpose of the processing

- The personal data processed by EventCHI have the following purposes:
- Contact you to inform you about the services purchased by you and the execution thereof;
- Perform its services;
- Improving its services;
- Make payments;
- Fulfilment of legal obligations;
- To do marketing and communication expressions;
- Improving the website by analyzing visitor behavior on the website;
- Sending newsletters;
- Exchanging data with third parties for the purpose of providing services.

### Basis of processing

The processing of personal data is only possible on the basis of the following grounds: (i) legal obligation, (ii) performance of an agreement, (iii) obtained (explicit) consent of the data

subjects, and (iv) legitimate interest. In providing the services of EventCHI, personal data are processed. EventCHI will only process data which EventCHI considers necessary for (the improvement of) the services and will handle the (personal) data collected about you and your use of the services with due care. The basis for processing this data is the agreement which you have entered into with EventCHI. Personal data may also be processed by visiting the websites <https://chi.app/>, <https://backstage.chi.app>, <https://chi.tickets> or <https://web.chi.app> if you have given your consent.

### **Necessity of processing**

The processing of your personal data is necessary in order to carry out the services. The services offered by EventCHI cannot be fully performed without the processing of your personal data. If for specific purposes relating to the personal data your explicit consent is required, you must give your separate consent.

## **Automated decision-making**

### **Overview and Purpose:**

At EventCHI, we employ advanced Large Language Models (LLMs) to streamline and enhance various aspects of our service offerings. These AI-driven models are integral to automating complex decision-making processes that help improve the accuracy and efficiency of our services. Our use of LLMs includes, but is not limited to, agents such as the Product Agent and the Tax Agent.

### **Functionality:**

- **Product Agent:** This agent automates the categorization and information gathering of products, such as identifying dietary attributes (e.g., vegan, gluten-free) which assists event organizers in managing their menus effectively. This information is subsequently displayed to users, helping them make informed dietary choices.
- **Tax Agent:** This agent automates the collection and calculation of relevant tax information, such as VAT, ensuring that all transactions comply with local tax regulations and are accurately reflected in the pricing presented to users.

### **Decision-Making:**

The LLMs employed by EventCHI are designed to support decision-making processes without replacing human oversight. While these models automate routine tasks and data processing, significant decisions that could have legal or similar impacts on users are reviewed and confirmed by human operators to ensure accuracy and fairness.

### **Safeguards and User Rights:**

We are committed to maintaining transparency in our use of LLMs and to safeguarding the rights of our users. If any decision made by an automated process significantly affects a user, they have the right to:

- Request human intervention,
- Express their point of view,
- Obtain an explanation of the decision reached after assessment,
- Contest the decision.

### **Consent and User Control:**

EventCHI ensures that all users are adequately informed about how LLMs are utilized within our services. Prior to engaging with functionalities that involve automated decision-making, users are provided with clear information about the process, its purpose, and the extent of its impact. Users have the option to opt-out or customize their preferences regarding automated interactions to retain control over their personal data.

### **Contact for Inquiries:**

For any inquiries or concerns regarding our use of LLMs and automated decision-making processes, please do not hesitate to contact our support team at [support@chi.app](mailto:support@chi.app). We are dedicated to addressing your questions and ensuring that you fully understand how these technologies are employed to enhance your experience with EventCHI.

### **Storage period**

The personal data processed by EventCHI are kept in accordance with the relevant laws and regulations. If a longer retention period is necessary on the basis of laws or regulations, the personal data will be kept longer in accordance with these requirements. All (obtained) personal data will not be kept longer than strictly necessary.

### **Processing by third parties**

EventCHI only shares personal data with third parties if this is strictly necessary for the execution of an agreement and to comply with relevant laws and regulations. No personal data will be sold. EventCHI may be under a legal obligation to share personal data with third parties. If personal data is shared with third parties, processing agreements are made. The third parties with whom personal data is shared are:

The Payment Provider, for the purpose of executing an agreement. The categories of personal data that are processed are financial data.

The Bookkeeper, for the purpose of executing an agreement. The categories of personal data processed are contact and name and address details and financial data.

Software suppliers, for the purpose of executing the agreement. The categories of personal data processed are location data, email address and contact and name and address details.

Website administrator, for the purpose of executing the agreement. The categories of personal data processed are the contact and name and address details.

The festival organizer, for the purpose of executing the agreement. The categories of personal data processed are the date of birth and contact and name and address details.

## Security of Personal Data

EventCHI takes the protection of your personal data seriously and takes appropriate technical and organizational measures in this respect, taking into account the state of the art, implementation costs, as well as the nature, scope, context and the processing purposes and the different risks for the rights and freedoms of individuals in terms of probability and severity, to ensure a risk-adjusted level of security.

## Disclaimer

By using the website you agree to the disclaimer. EventCHI reserves the right to change the content of its website and/or this disclaimer at any time without informing its customers and/or users of the website about this change. The content of the website has been compiled with the greatest possible care, but may nevertheless contain inaccuracies or be incomplete. EventCHI accepts no liability whatsoever for damage caused by or arising from the use of the website. The use of this website is entirely at the risk and expense of a user of the website. No rights can be derived from the content of the website. All texts on the website are copyrighted and owned by EventCHI to the extent that they do not belong to third parties.

## Cookie statement

EventCHI uses cookies to enhance your experience on our website and improve our services. Cookies are small text files placed on your device that help us understand how our site is used and enable certain functionalities. This statement explains the types of cookies we use, their purpose, and how you can control their use.

### Types of cookies we use

- **Technical and Functional Cookies:**
  - Purpose: These cookies are essential for the operation of our website and include those that ensure secure log-ins, session management, and accessibility features. They do not require your consent as they are necessary for the functionality of our website.  
**Examples:**
    - Session cookies that maintain your state across pages to prevent re-logging in.
    - Load-balancing cookies that enhance website performance by distributing loads across servers.

- User interface customization cookies for remembering your preferences and settings.
  
- **Analytics Cookies:**
  - Provider: Google Analytics
  - Purpose: These cookies help us understand visitor interactions with our website by collecting information about your visits, pages viewed, and time spent on the site. We use this data to improve our website's content and navigation.
  - Consent Requirement: Your consent is required to use these cookies. They are non-essential but help us tailor our website to better meet your needs.
- **Authentication Cookies:**
  - Purpose: If you opt-in, these cookies store your login information, allowing you to bypass two-factor authentication (2FA) for 30 days. This makes subsequent visits more convenient without compromising security.
  - Consent Requirement: These cookies are placed only if you check the option to remember your login on the device. Your consent is necessary for the use of these cookies.
  - Tracking and Advertising Cookies:
    - Purpose: With your permission, we place tracking cookies that collect data about your online activity to build a profile of your interests. This information is used to display targeted advertising that is relevant to your preferences.
    - Consent Requirement: Explicit consent is required before these cookies can be set, as they track personal preferences and user activities.

## Cookie Consent Management

**Granting Consent:** When you visit our website for the first time, a cookie consent banner will be displayed where you can choose to accept or decline the use of non-essential cookies.

**How to Withdraw Consent:** You can change your cookie preferences at any time by accessing the cookie settings on our website. Additionally, you can set your browser to reject cookies, but this may impact your ability to use some parts of our website effectively.

## Your Rights

You have the right to access, correct, or delete any personal information we collect through cookies. If you wish to exercise these rights, please contact us at [compliance@chi.app](mailto:compliance@chi.app).

## Changes to the Cookie Policy

EventCHI may update this Cookie Statement from time to time. We encourage you to review this statement periodically to stay informed about how we are using cookies.

This policy is in accordance with current EU regulations and aims to ensure transparency and control over your personal data on our website.

## Use of social media

EventCHI uses cookies from third parties to optimize the website. Some cookies are placed by third-party services that are displayed on the website. By third parties it means Google Analytics and Social Media (LinkedIn, Facebook, Twitter). The use of cookies from other companies (third parties) is subject to the privacy and cookie policy of the company concerned. When you click the Social Media button on the website, a Social Media cookie is placed. This allows the Social Media party to recognize your IP address when you share an article from the website. EventCHI refers you to the privacy- and cookie declarations of these parties for the cookies of Social Media parties and the data and/or personal data they collect with this.

## Browser settings

If you do not want websites to place cookies on the device you are using to view the website, you can adjust your browser settings. Before a cookie is placed, you will receive a warning and will need to give your permission for the cookie to be placed. Failure to do so may result in, for example, the website working less well. You can adjust the settings of your browser so that your browser refuses all cookies and also the cookies of third parties. You can also remove installed cookies. For this you need to adjust the settings of your browser via preferences and then you can adjust the privacy settings.

This privacy statement does not apply to third party websites that are connected to this website through links. We cannot guarantee that these third parties will handle your personal data in a reliable or secure manner. We recommend that you read the privacy statement of these websites before using them.

## Rights of data subjects

- As a data subject, you have the following rights:
- Right of access;
- As a data subject, you have the right to be informed whether or not your personal data are being processed and, if so, to obtain access to them.
- Right to rectification;
- You have the right to obtain rectification and completion of inaccurate data.
- Right to erasure of data;
- Without unreasonable delay, a data subject should obtain erasure of personal data concerning him.
- Right to restriction of processing;
- As a data subject, you have the right to restrict the processing of your personal data. To do so, please contact EventCHI.
- Right to data portability;

- A data subject has the right to obtain the personal data relating to him that he has provided to EventCHI, in a structured, commonly used and machine-readable form, and also to transfer such data to EventCHI without hindrance from the controller to whom it was provided.
- Right to object;

The data subject shall have the right to object at any time, on grounds relating to his/her particular situation, to the processing of personal data concerning him/her, including profiling based on those provisions. EventCHI shall cease processing the personal data unless there are compelling legitimate grounds for the processing which override the interests, freedoms and rights of the data subject related to the exercise, establishment or support of legal claims.

## Complaints

If you have a complaint about the way EventCHI handles your personal data, or wish to exercise any of the above rights, please contact us via the website or by email at [complaints@chi.app](mailto:complaints@chi.app). To make sure that you wish to exercise a right, EventCHI requests that you enclose a copy of your proof of identity. You may thereby black out your passport photo and MRZ (strip of numbers at the bottom) for the protection of your privacy. EventCHI will respond to your request as soon as possible, but no later than 4 weeks. You can also file a complaint with the Dutch Data Protection Authority. This is the competent enforcement authority. You can contact us for this via this link:

<https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>.

## International data transfers

### Overview

EventCHI operates globally, and in order to provide you with seamless and efficient services, it may be necessary to transfer your personal data across national borders. This section explains how we handle such transfers to ensure your data is protected in accordance with the General Data Protection Regulation (GDPR) and other applicable data protection laws.

### Safeguards for International Transfers

To ensure the protection of your personal data when transferred outside the European Economic Area (EEA), EventCHI implements robust safeguards:

- Adequacy Decisions: Where possible, we transfer personal data to countries that have been deemed to provide an adequate level of data protection by the European Commission.
- Standard Contractual Clauses (SCCs): For countries without an adequacy decision, we rely on Standard Contractual Clauses approved by the European Commission. These clauses provide specific data protection and privacy guarantees for your personal data.

- **Binding Corporate Rules (BCRs):** For transfers within our corporate group, we may use Binding Corporate Rules that have been approved by European data protection authorities to ensure that your data receives a consistent and high level of protection within our company.
- **Additional Measures:** In response to the Schrems II decision by the European Court of Justice, we assess all international data transfers for potential risks and implement supplementary measures where needed. These measures can include enhanced encryption, anonymization techniques, and strict data access controls.

## Your rights and choices

You have specific rights regarding your personal data that we process. Regarding international transfers, you have the right to:

- Be informed about the safeguards in place for transferring your personal data internationally.
- Receive a copy of the Standard Contractual Clauses or an overview of other measures put in place to protect your data during international transfers.
- Object to the transfer of your personal data in certain circumstances.
- Updates and Changes:
- The laws and practices governing data protection and international data transfers continue to evolve. EventCHI regularly reviews and updates its data transfer practices to comply with new legal requirements and best practices. Changes to our data transfer practices will be communicated through updates to this privacy statement.

## Contact Information:

If you have any questions or concerns about how we handle international data transfers, or if you wish to exercise any of your rights as outlined above, please contact us at [compliance@chi.app](mailto:compliance@chi.app). Our dedicated team is available to provide the necessary support and address any inquiries you may have.

## Changes to privacy statement

### Commitment to transparency

EventCHI is committed to maintaining the highest standards of privacy and data protection for our users. As regulatory landscapes evolve and our services expand, it may become necessary to update or modify our Privacy Statement. We are dedicated to keeping our users informed of any changes that may affect the way their personal data is processed.

### How we notify you of changes:

- **Notification on Website:** Any changes to our Privacy Statement will be posted on our website. We will highlight any changes made since the last version, so it is clear what has been updated.

- **Direct Communication:** For significant changes that materially affect the processing of your personal data or significantly alter your rights and obligations, we will also notify you directly. This notification may be sent through email, displayed within our services, or through other direct communication channels.
- **Consent Renewal:** If any changes require a new consent from you, we will provide you with clear information about the changes and the opportunity to consent to these updates.
- **Timing of Notifications:**

Changes will be announced on our website at least 30 days before they become effective. This lead time gives our users a reasonable timeframe to review the changes and make informed decisions about their continued use of our services.

### **Accessing the latest version**

The most current version of our Privacy Statement will always be accessible on our website. We encourage all users to regularly review the Privacy Statement to stay informed about how their personal data is being protected.

Your Responsibility:

While we do our best to notify you of any important changes, it is also your responsibility to ensure that the email address associated with your account is current and that you regularly check for updates to our Privacy Statement.

### **Contact us:**

If you have any questions or concerns about any changes made to our Privacy Statement, please do not hesitate to contact us at [support@chi.app](mailto:support@chi.app). Our team is ready to assist you and provide any additional information needed to understand the impact of these changes.