

# CONBOLETO PRIVACY NOTICE

Last Updated: February 5th, 2025

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## 1. Introduction

CONBOLETO respects your privacy and is committed to protect your personal information. This Privacy Notice explains how we collect, use, disclose, and safeguard your data when you use our website, mobile app, or services (collectively, the "Platform"). By accessing the Platform, you agree to the terms of this notice.

For questions, contact us at:

- Email: [privacy@conboleto.com](mailto:privacy@conboleto.com)
  - Full Privacy Policy: <https://www.conboleto.com/privacy-policy>
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## 2. Information We Collect

We collect the following categories of information:

### A. Information You Provide Directly

- Account Data: Name, email, phone number, billing/shipping address, and password.
- Payment Data: Credit/debit card details, billing address, and transaction history (processed securely via third-party providers like Stripe, PayPal or similar).
- Event Preferences: Interests (e.g., music genres, sports teams), purchase history, and feedback.

### B. Information Collected Automatically

- Technical Data: IP address, device type, browser, operating system, and geolocation (with consent).
- Usage Data: Pages visited, time spent, clicks, and interactions with the Platform (via cookies and tracking technologies).

### C. Information from Third Parties

- Social Media: If you log in via social platforms (e.g., Facebook, Google), we may receive your profile name and email.
- Event Organizers: Attendee lists for event verification.

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### 3. How We Use Your Information

We use your data to:

- **Process Transactions:** Complete ticket purchases and delivery of digital tickets.
- **Communicate:** Send order confirmations, event updates, and promotional offers (opt out anytime).
- **Improve Services:** Analyze usage patterns to enhance Platform functionality.
- **Prevent Fraud:** Monitor transactions for suspicious activity.
- **Comply with Laws:** Respond to legal requests (e.g., subpoenas).

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### 4. How We Share Information

We may share your data with:

Category	Purpose
Event Organizers	Validate tickets and manage entry (name, email, ticket type).
Payment Processors	Securely process transactions (Stripe, PayPal, among others).
Analytics Providers	Improve Platform performance (Google Analytics, Mixpanel, among others).
Legal Authorities	Comply with court orders, fraud investigations, or regulatory requirements.

We do not sell your personal information to third parties for marketing purposes.

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### 5. Your Rights & Choices

#### A. General Rights

- **Access/Update Data:** Log into your account or email [privacy@conboleto.com](mailto:privacy@conboleto.com).
- **Delete Data:** Request deletion of your account (exceptions apply for legal obligations).
- **Opt Out of Marketing:** Unsubscribe via the link in every email.

## B. State-Specific Rights

Residents of California, Virginia, Colorado, and other states with privacy laws may:

- Request a Copy of the personal data we hold about you.
- Opt Out of targeted advertising, data sales, or profiling.
- Correct Inaccuracies in your data.

To exercise these rights, contact us at [privacy@conboleto.com](mailto:privacy@conboleto.com).

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## 6. Data Security

We implement safeguards to protect your data:

- Encryption: SSL/TLS for data transmission; AES-256 for stored data.
  - Access Controls: Role-based permissions for employees.
  - Regular Audits: Annual third-party security assessments.
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## 7. Data Retention

We retain your data only as long as necessary:

- Active Accounts: Until deletion is requested.
  - Legal Requirements: Transaction records retained for 7 years (tax/compliance purposes).
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## 8. Cookies & Tracking Technologies

We use cookies to:

- Essential: Enable checkout and account features.
- Analytics: Track Platform performance.
- Advertising: Display personalized ads.

Manage preferences via your browser settings or our Cookie Consent Banner.

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## 9. International Data Transfers

Data may be processed in the U.S., México, or other countries. By using the Platform, you consent to transfer and processing under Mexican law.

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## 10. Children's Privacy

We do not knowingly collect data from users under 13. Contact us immediately if you believe a child has provided information.

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## 11. Changes to This Notice

Updates will be posted on our website with a revised "Last Updated" date. Material changes will be notified via email or Platform notifications.

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## 12. Dispute Resolution

For complaints, contact us first at [privacy@conboleto.com](mailto:privacy@conboleto.com).

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