

Privacy Policy

This Privacy Policy describes how **TCF York x TMU** ("we", "our", or "us") collects, uses, stores, and protects personal information when individuals purchase tickets or interact with our event website.

By using our website or purchasing tickets, you agree to the collection and use of information in accordance with this policy.

1. Information We Collect

When purchasing a ticket or interacting with our services, we may collect the following information:

Personal Information

- Full name
- Email address
- Phone number (if provided)
- Billing information
- Ticket purchase details

Payment Information

Payments are processed through **secure third-party payment processors** (such as Stripe). We do **not store full credit card or payment details** on our servers.

Technical Information

We may automatically collect certain technical information including:

- IP address
- Browser type
- Device information
- Website usage data

This information helps improve the functionality and security of our website.

2. How We Use Your Information

Your information may be used for the following purposes:

- Processing ticket purchases
- Sending order confirmations
- Event updates and important announcements
- Customer support
- Event check-in and verification
- Fraud prevention and security
- Improving website functionality

We will **not sell your personal information to third parties.**

3. Information Sharing

We may share limited information with trusted third parties strictly for operational purposes, including:

- Payment processors (for secure transactions)
- Event management tools
- Email communication services
- Ticket scanning or check-in systems

These providers are only permitted to use the information necessary to perform their services.

4. Data Storage and Security

We take reasonable technical and administrative measures to protect personal information against unauthorized access, loss, misuse, or disclosure.

However, no internet transmission or electronic storage system can be guaranteed to be completely secure. By using our services, you acknowledge this risk.

5. Data Retention

Personal information may be retained for as long as necessary to:

- Fulfill ticket purchases
- Provide event services
- Meet legal or regulatory obligations
- Resolve disputes or enforce agreements

After this period, information may be securely deleted or anonymized.

6. Your Privacy Rights

Depending on your jurisdiction, you may have the right to:

- Request access to personal data we hold about you
- Request correction of inaccurate information
- Request deletion of personal data where applicable
- Withdraw consent for certain communications

Requests can be made by contacting us using the information provided below.

7. Cookies and Website Tracking

Our website may use cookies or similar technologies to:

- Improve user experience
- Maintain session functionality
- Analyze website usage

Users can modify browser settings to disable cookies, though some website features may not function properly.

8. Children's Privacy

Our services are not intended for individuals under the age of 13 unless accompanied by a parent or legal guardian. We do not knowingly collect personal information from children without appropriate consent.

9. Changes to This Policy

We reserve the right to update this Privacy Policy at any time. Updated policies will be posted on this page with the revised "Last Updated" date.

Continued use of our services after changes constitutes acceptance of the updated policy.