

Privacy policy

We are NCI Systems Limited; we also operate under the trading name of TICKETsrv. NCI Systems Limited is incorporated in England & Wales with registration number 04108788. The company's registered office and also principal place of business is at 2, Rydens Road, Walton on Thames, Surrey, KT12 3BS. The company is registered with the office of the ICO with number ZA347623.

We are committed to respecting your privacy. Furthermore, we do not sell Personal Data that we collect to any third party.

By using our services as a customer, dealing with us as a supplier, or indirectly as a customer of one of the event organisers with whom we work, you agree to the terms of this Privacy Policy.

What Personal Data do we collect?

Data that you provide may include your name, address, e mail and telephone contact details.

Data that we automatically collect will include information regarding the IP address of the device, if any, through which you have contacted us, and may include information derived from cookies and similar technologies that indicates the route by which you made contact.

We may also collect information from other sources such as: event organisers, our payment processing partners, social media or other integrated services.

If you are a supplier or service provider to us, we will ask you to provide us with additional Personal Data in order to facilitate payments to you and as may be required for tax purposes.

How is Personal Data used?

Personal Data that you have provided may be used by us to fulfil a transaction with you or to provide you with a service that you have requested.

If you provide Personal Data (for example an e mail address) for a particular purpose, we may use the Personal Data in connection with that purpose (for example by responding to an enquiry by email to the address you have provided).

We may use your Personal Data for general business purposes, including managing your account, helping us to better understand user needs, improving the services, enforcing our terms of service.

If you are an existing customer or have previously expressed interest in our services, we may contact you occasionally to keep you informed and updated about our services. You will always have the opportunity to opt out of such communications.

If you are an event organiser, we do not use Personal Data relating to your customers in order to market to them.

How we transfer your Personal Data

We may share your Personal Data with parent company or other group companies who undertake to maintain the Personal Data in accordance with this Privacy Policy.

If you are a customer of one of the event organisers for whom we provide a ticket sales service, buying a ticket for their event, any Personal Data that you provide is under the control of the event organiser, on whose behalf we are working, and is subject to the terms of their own privacy policy. The name of the event organiser is shown on checkout.

We may share your Personal Data with contractors or service providers, for example payment processors, money transfer services, email services, backup/disaster recovery providers, who perform certain specific business functions.

In the event of a corporate sale, merger or other reorganisation, Personal Data may be transferred as a part of the business assets to a new or different entity. In this event any successor company may continue to use the Personal Data in accordance with the terms of this Privacy Policy.

We may disclose your Personal Data if required to do so by law in order to comply with a request or instruction from a competent supervisory body, court or government agency.

Looking after your Personal Data

The Personal Data that we hold may be stored on servers that we control or on third party servers located within the European Union.

We maintain appropriate technical and organisational measures to protect the Personal Data against unlawful or unauthorised processing, accidental or malicious loss or disclosure, appropriate to the nature of the Personal Data and the harm which may result from such loss, disclosure or unauthorised processing, in accordance with good industry practice.

We use industry standard encryption for the transmission of Personal Data.

We use payment processors such as Sage Pay, Stripe and PayPal for payment processing. We do not hold your credit card details.

Please be careful when sending Personal Data to us as e mail transmission can never be fully secure.

Accessing, correcting or deleting your data

You can request access to the Personal Data that we hold by contacting us on nci@nci.co.uk. You can also request that we delete Personal Data that we hold about you. In the case of Personal Data provided in connection with the purchase of a ticket from an event organiser, then if we delete your Personal Data in response to such a request, it may still be available to the event organiser depending on the timing of any deletion request.

Retention of Personal Data

We retain your Personal Data to assist with resolving disputes and complying with legal obligations. Even if we delete Personal Data it may persist on backup media for an additional period.

Cookies and similar technologies

We use cookies to track the device from which you access our site. Many of the event organisers for whom we provide online ticketing services use cookies to give you a tailored experience; cookies may also be used by event organisers and by us to deliver targeted advertising.

Both we and most event organisers in addition use Google Analytics which provides anonymised aggregated data about site usage. You are able to opt out of Google Analytics monitoring using the following link:

<https://tools.google.com/dlpage/gaoptout/>

Further information about the various forms of digital marketing and the opt outs available to you is available here:

<http://www.youronlinechoices.com/uk/>

Specific opt outs available to you

Any marketing communication from us will have an “unsubscribe” link. Any marketing communication sent by an event organiser must also contain such a link. We do not determine the content of any marketing communications sent by event organisers.

It may take up to 3 working days for us to process an unsubscribe request. The handling of unsubscribe requests made to event organisers will be subject to the terms of the organiser’s privacy policy.

Certain communications from us are directly in response to requests made by a customer. For example, a customer purchasing a ticket from an event organiser using our system will receive a ticket by e mail from us, sent on the organiser’s behalf. A customer sending an e mail to our customer support operation will receive a response by email or, on occasion, by telephone. This kind of communication is not affected by any unsubscribe election that you may have made.

Children’s privacy

Our services are not aimed at children and we do not knowingly collect Personal Data from children under 13. If you believe that a child under the age of 13 has provided Personal Data to us, please contact us using the e mail address nci@nci.co.uk and we will so far as possible delete the Personal Data from our records.

Updates to the policy

We will update this policy regularly as our business and relevant laws change. Updated versions of the policy will be posted on this site with a note of the date from which the updated version becomes effective. Your continued use of our website or services after a change in the policy will constitute acceptance of the updated terms. Please review the policy before you provide any Personal Data.

Complaints

If you have a complaint regarding our privacy policy and practices, please write to us at nci@nci.co.uk or to NCI Systems Limited, 2, Rydens Road, Walton on Thames, Surrey, KT12 3BS. We will take all reasonable steps to address or resolve your complaint.

Additional information regarding GDPR

The General Data Protection Regulation comes into force in the EU (including the UK) in May 2018.

The GDPR requires us to provide more information about the processing of individuals' Personal Data.

Basis for processing

The basis for processing may be that:

- Processing is necessary to fulfil a contractual relationship with you (e.g. to supply goods and services requested)
- Processing is in our legitimate interest (e.g. to provide customer service; for the purposes of improving customer experience generally or fault/bug tracing)
- You, the data subject, provided your consent (e.g. to receive marketing e mails)

Transfers of Personal Data

We may need to transfer Personal Data outside the country from which it originates. Our data is currently stored in servers located within the UK and other EU countries. This may include storage by third parties.

Retention of Personal Data

We retain your Personal Data for as long as necessary to provide you with the services you have requested and also to assist with resolving disputes and complying with legal obligations.

Your rights

Data protection law distinguishes between Data Controllers (who process Personal Data for their own purposes) and Data Processors (who process Personal Data on behalf of other organisations). Any question or complaint regarding how your personal data is handled should be directed to the relevant Data Controller, who has primary responsibility for your Personal Data.

Data protection law provides you, the data subject, with certain rights in respect of data that we may hold about you. These include: the right of access, the right to rectification, the right to erasure, to restrict processing and the right to object to processing. You can exercise these rights by writing to us at nci@nci.co.uk. There may be instances where exemptions in the legislation mean that we may not be required to comply with your request.

If you interact with us as a customer of one of the events with whom we work, we process the personal data relating to your transaction, and to assist the event's sales strategy (including sales analysis), as a data processor on behalf of the event. The event organiser is the Data Controller for such data. Any questions relating to Personal Data of this nature and your rights in relation to it will be passed to the event organiser.

If you have a complaint about how we handle your Personal Data please contact us as set out in the section headed "Complaints" above. If you are unhappy with how we have dealt with your complaint, you may contact the relevant data protection authority. In the UK, this is the Information Commissioner's Office (ICO).