

Privacy Policy

Effective Date: 13 August 2024

This Privacy Policy describes how KOYONAMI PTE. LTD. ("we," "us," or "our") collects, uses, and shares your personal information when you visit our website, purchase tickets, attend events, or engage with our services. We take your privacy seriously and are committed to protecting your data in accordance with applicable laws and industry best practices.

1. Information We Collect

We may collect the following types of information:

- **Personal Information:** Includes name, email address, postal address, phone number, payment details, and any other information you provide when creating an account, purchasing tickets, or contacting us.
- **Event and Ticketing Data:** Information related to your event attendance, ticket purchases, preferences, and interactions with our services.
- **Merchandising and Sales Data:** Information related to any purchases of merchandise or other items through our platform.
- **Device and Usage Information:** Includes IP address, browser type, device information, and data on how you interact with our website and services.
- **Third-Party Data:** Information we receive from third-party partners, including social media platforms, for enhancing your user experience or for marketing purposes.

2. How We Use Your Information

We use your information to:

- **Provide Services:** Process ticket purchases, manage event registrations, and provide customer support.
- **Personalize Experiences:** Tailor event recommendations, marketing communications, and website content to your preferences.
- **Machine Learning and Analytics:** Use data to train machine learning models that improve our services, enhance user experience, and offer personalized event suggestions.
- **Merchandising and Sales:** Use your purchasing history and preferences to recommend products and special offers.
- **Compliance and Legal:** Ensure compliance with applicable laws, respond to legal requests, and enforce our terms of service.

3. Sharing Your Information

We may share your information with:

- **Event Organizers:** For the purpose of managing events and providing related services.
- **Third-Party Service Providers:** Such as payment processors, data analytics companies, and marketing partners who assist us in delivering our services.
- **Legal Authorities:** When required by law or to protect our rights and the rights of others.

4. Your Rights and Choices

You have the right to:

- **Access Your Data:** Request a copy of the personal information we hold about you.
- **Correct or Update Information:** Modify any inaccuracies in your personal information.
- **Delete Your Data:** Request the deletion of your personal information, subject to legal requirements.
- **Opt-Out:** Choose not to receive marketing communications from us.

5. Data Security

We implement industry-standard security measures to protect your personal information against unauthorized access, loss, or misuse. This includes encryption, access controls, and regular security audits.

6. International Data Transfers

Your personal information may be transferred to, and processed in, countries other than the country in which you are resident. These countries may have data protection laws that are different from the laws of your country.

7. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. We encourage you to review this policy periodically.

8. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at shin@koyonami.com.