PRIVACY NOTICE

Use of Dartsticket, online ticket purchases and related services

Darts Event Kft. (the “Controller”) processes personal data on www.dartsticket.com (the “Website”) when selling tickets and related services for events it organises. This notice explains why the Controller processes personal data, the lawful basis for doing so, what data it processes, how long it keeps them and the rights of data subjects.

In this notice, the GDPR means Regulation (EU) 2016/679 of the European Parliament and of the Council.

1. CONTROLLER DETAILS

Controller name	Darts Event Kft.
Registered office	1053 Budapest, Ferenciek tere 2., 1st floor, door 8, Hungary
Company registration number	01-09-350989
Email address	backoffice@dartsevent.hu
Telephone	+36 20 510 8635

2. PROCESSING ACTIVITIES

2.1. Registration and use of a Dartsticket account

Tickets for events organised by the Controller can be purchased online on the Website. You need to register for a Dartsticket account before you can buy tickets.

Personal data processed	Purpose of processing
Full name	To identify the user.
Email address	To identify the account and send account activation and password reset emails.
Password	To authenticate access to the account.

Lawful basis. Performance of the contract for the account service and taking steps at your request before entering into a contract [GDPR Article 6(1)(b)].

Source and retention. You provide the registration data. The Controller keeps the account data for as long as the account exists. After the account is deleted, the retention rules for order and billing data continue to apply.

What happens if you do not provide the data. Without the required data, you cannot create an account or purchase tickets on the Website.

2.2. Redeeming presale and offer codes

Purpose and personal data processed. The Controller processes the code you enter and the result of the validation check to verify eligibility. If the code is tied to an account, the Controller also uses the Dartsticket account identifier or the email address associated with that account to check eligibility.

Lawful basis and retention. Performance of the contract or taking steps at your request before entering into a contract [GDPR Article 6(1)(b)]. Data used to verify redemption are kept until the end of the presale or redemption period. Information about a discount recorded in a completed order is subject to the retention rules for orders, invoicing or legal claims, as applicable.

What happens if you do not provide the data. If a code is required for a presale or offer, you need a valid code to access it.

2.3. Online ticket purchases, ticket issuance and admission

Personal data processed	Purpose of processing
Full name and account identifier	To identify the purchaser and the Dartsticket account associated with the order.
Email address	To confirm the order and communicate by email about the purchase.
Telephone number	To contact the purchaser by telephone if necessary to deal with the order.
Order identifier, time of purchase, order status, number of tickets and price	To record, fulfil and retrieve the order.
Event, ticket type, ticket identifier, section and, where applicable, table, row or seat	To issue the ticket and verify the event, section or place for which it is valid.

Lawful basis. Performance of the ticket purchase contract and taking steps at your request before entering into a contract [GDPR Article 6(1)(b)].

Source and retention. The purchaser provides the contact details. Order and ticket data are generated through use of the Website. The Controller processes these data until the contract has been fulfilled and any refund or other matter concerning the order has been resolved. Sections 2.5 and 2.7 explain retention for accounting and legal claims.

What happens if you do not provide the data. Without the data required to fulfil the order, you cannot purchase the ticket online.

2.4. Online payments and refunds

Purpose and personal data processed. To initiate card payments, identify the outcome of each payment and handle refunds where applicable. The Controller processes transaction data associated with the order, including the identifier, amount, currency and payment status reported by the payment service provider.

The purchaser enters their card details on the SimplePay payment page. Section 3.2 describes how data are shared to enable payment.

Lawful basis and retention. Performance of the ticket purchase contract [GDPR Article 6(1)(b)]. The retention rules for order fulfilment, accounting and legal claims described in sections 2.3, 2.5 and 2.7 apply.

2.5. Issuing invoices

Personal data processed	Purpose of processing
Billing name and address	To issue the invoice. This means the individual’s full name and billing address or, for a company invoice, the company name and billing address. The address includes the postcode, town or city and the remaining address details.
Tax number, where required by law	To include the information required by law on the invoice.
Order and payment data required on the invoice	To record the transaction and the amount charged.
Telephone number entered in the billing form	To contact the purchaser about their billing information if necessary.

Lawful basis. Issuing and retaining invoices for accounting purposes is necessary to comply with a legal obligation [GDPR Article 6(1)(c)]. The Controller processes the contact details required to resolve billing queries to perform the contract [GDPR Article 6(1)(b)].

Source and retention. The purchaser provides the billing details. The transaction details on the invoice come from the order. The Controller retains accounting records and the information supporting them for at least eight years under section 169(2) of Hungarian Act C of 2000 on Accounting. Contact details needed to resolve billing queries are kept until the matter is resolved, unless a separate lawful basis justifies keeping them for longer.

2.6. Sending invoices

Purpose and personal data processed. The Controller sends the electronic invoice to the email address the purchaser provides in the billing form.

Lawful basis and retention. Performance of the ticket purchase contract [GDPR Article 6(1)(b)]. The Controller uses the email address for this purpose until the invoice is delivered or any delivery issue has been resolved. Section 2.5 explains the accounting retention rules.

2.7. Customer service, complaints and legal claims

Purpose and personal data processed. To respond to and resolve enquiries, the Controller processes the name, contact details and content of the enquiry and, where needed, the order identifier and relevant documents. The data come from the data subject or the related order.

Lawful basis and retention. Handling enquiries about an order is necessary to perform the contract [GDPR Article 6(1)(b)]. Other enquiries are handled on the basis of the Controller’s legitimate interest in responding to them [GDPR Article 6(1)(f)]. The Controller keeps the data until the matter is resolved, subject to the specific retention rules below.

Consumer complaints. The lawful basis is compliance with section 17/A of Hungarian Act CLV of 1997 on Consumer Protection [GDPR Article 6(1)(c)]. The Controller retains the record of the complaint and a copy of its response for three years.

Legal claims. The Controller processes the data necessary to establish, exercise or defend legal claims on the basis of its legitimate interest in handling them [GDPR Article 6(1)(f)]. It retains the data until the limitation period expires or, if a dispute is ongoing, until it is finally resolved. Under section 6:22 of the Hungarian Civil Code, the general limitation period is five years from the date the claim becomes due.

2.8. Website operation and security

Purpose and personal data processed. To keep the service operating, investigate errors and detect unauthorised access. Server logs may contain the IP address, the time of the request, the page or action requested and the response status. The system may record this information when you use the Website.

Lawful basis and retention. The Controller's legitimate interest in the operation and security of the Website [GDPR Article 6(1)(f)]. The Controller keeps the relevant log data for as long as needed to detect and investigate errors or security incidents. Entries relating to an identified incident may be kept until the investigation is complete.

2.9. Cookies and similar technologies

Technologies necessary for the operation of the Website support session management, sign-in and the shopping basket. The Controller uses non-essential cookies and similar technologies on the basis of the data subject's prior consent [GDPR Article 6(1)(a)].

Service	Purpose and data
Google Analytics	Measures Website traffic using information about pages visited, the number of page views and configured click events. The IP address may be processed when measurement data are collected.
Meta Pixel	Records page visits and measures the effectiveness of Meta advertising.

The Cookie Notice gives the name, provider, purpose and duration of each cookie or similar technology. You can change or withdraw your consent in the cookie settings.

2.10. Newsletters and personalised offers

You can choose to subscribe to the Darts Event Kft. newsletter. You can purchase tickets without subscribing. You may give separate consent to receive offers personalised using data from previous ticket purchases. The Newsletter Privacy Notice, available in the footer of www.dartsticket.com, explains how the Controller sends newsletters, measures campaign performance and personalises communications.

3. PROCESSORS AND DATA TRANSFERS

3.1. Processors

Processors may access the data necessary to carry out their tasks and may process those data only on the Controller's documented instructions. Processing is governed by an agreement under Article 28 of the GDPR.

Processor or provider category	Role and access
Fuggerbook Korlátolt Felelősségű Társaság (Fuggerbook Kft.) 1053 Budapest, Ferenciek tere 2., 1st floor, door 8 Company no. 01-09-309707 Tax no. 26241678-2-41	Bookkeeping. Processing billing data, invoices and supporting accounting records required for bookkeeping.
KBOSS.hu Kft. (Számlázz.hu) 1031 Budapest, Záhony utca 7. Company no. 01-09-303201	Provision of the Számlázz.hu online invoicing service. Processing data needed to issue and deliver invoices electronically.
PQRS Kft. 1048 Budapest, Intarzia utca 13. Company no. 01-09-296796	Development, maintenance and operation of the Dartsticket website. Access to data required to carry out those tasks.
SimplePay Zrt. 1138 Budapest, Váci út 135–139., Building B, 5th floor Company no. 01-10-143303	Processing data necessary for card payments on behalf of Darts Event Kft. Section 3.2 explains how payment data are processed.
BREVO (SAS, formerly Sendinblue SAS) 17 rue Salneuve, 75017 Paris, France SIREN 498 019 298	Processing data in connection with newsletter subscriptions, including sending newsletters and offer codes linked to email addresses. See section 2.10 for further information.

3.2. Transfer of data to the payment service provider

SimplePay Zrt. provides card payment services (registered office at 1138 Budapest, Váci út 135–139., Building B, 5th floor, Hungary). The order and transaction data needed to initiate payment are sent to SimplePay. SimplePay processes the data necessary to complete the payment on behalf of Darts Event Kft. as its processor and reports the payment outcome to Dartsticket. The purchaser enters their card details directly on the SimplePay payment page. SimplePay's Privacy Notice for Customers explains the roles of SimplePay and the acquiring financial institutions and how personal data are processed for specific payment features.

3.3. Other recipients and data provided by the purchaser

The Controller may disclose personal data to the competent authority or court for the purposes and to the extent required by law. If a purchaser provides someone else's details to have a ticket issued to that person, the purchaser is the source of those data. The Controller uses the data to issue the ticket and check admission rights, and informs the data subject as required by Article 14 of the GDPR.

4. DATA SECURITY

Under Article 32 of the GDPR, the Controller applies technical and organisational measures appropriate to the nature of the personal data and the risks associated with the processing. Staff and processors may access the data only to the extent necessary to carry out their tasks.

5. YOUR RIGHTS AND REMEDIES

You may request access to your data, rectification, erasure or restriction of processing by emailing backoffice@dartsevent.hu or writing to the Controller at its registered office. Where processing is automated and based on consent or a contract, you may request data portability subject to the conditions set out in the GDPR.

You may object to processing based on legitimate interests on grounds relating to your particular situation. You may object to direct marketing at any time. You may withdraw your consent at any time. Withdrawal does not affect the lawfulness of processing carried out before you withdrew consent.

The Controller will respond without undue delay and normally within one month of receiving your request. It may extend this period by a further two months, depending on the complexity and number of requests. The Controller will notify you of any extension and explain the reasons within the first month.

You may lodge a complaint with the Hungarian National Authority for Data Protection and Freedom of Information (1055 Budapest, Falk Miksa utca 9–11, Hungary, www.naih.hu) or seek a judicial remedy. You may also complain to the supervisory authority in the EU Member State where you habitually reside or work, or where the alleged infringement occurred. (GDPR Articles 77 and 79)

6. EFFECTIVE DATE AND AVAILABILITY

This notice is effective from 16 November 2026.

This notice is available via the “Ticket Sales Privacy Notice” link in the footer of www.dartsticket.com.