

EventsAir Pay Privacy Policy

Last Modified on 10/23/2024 9:14 pm EDT

Thank you for choosing EventsAir Pay. We respect and protect the privacy of our users, and are accountable for personal information under our control. This Privacy Policy tells you how we collect and use information for users of our 'product' which is the EventsAir Pay platform. It also describes the choices available to you regarding the information we have collected.

The term "Personal Information" in this privacy policy means any information from which your identity is apparent or can be reasonably ascertained.

Our Product Scope

The purpose of our product is to provide you with an efficient and reliable payment processing which will provide you with more time to run amazing events.

When you use an EventsAir Pay product (the Product) we do collect your and your customers' personal Information to support the delivery of the payment processing and improvement of the offering that we provide. We also use this data to produce reporting at both the individual and aggregated levels. Due to the nature of this product, you are agreeing that data we collect and that you enter directly into the EventsAir Pay product can also be shared with our payment service partners to facilitate the delivery of the Payment Processing offering.

What types of information do we collect and why?

When you set up an account to use our Services, we require information (such as your name, address, government-issued ID, tax identifier, business information) to set this up. We also process certain identity information when we undertake our KYC/AML process. We will process information in connection with transactions (including payment information and the beneficiary of payment). Our Services also process network, device and usage information in order to maintain the integrity of our systems. You can read more about what personal information we process and why below.

How is your information shared?

We share your information with our payment service providers who powers the delivery of EventAir Pay products, we transfer personal information in order to facilitate the Services and services, and we do this at your request and/or with your consent. If a third party is engaged to support the Services, this is solely for the purpose of the Services and we require that the third party comply with appropriate safeguards to protect personal information. Services supported and/or provided by third parties may include support services, effecting transactions, account information services, payment initiation services, cloud services, analytics, market research, fraud detection, Business Customers' services and other functions in connection with the Services. We also have affiliates around the world who help us deliver the Services and we may be required by a court or legal obligation to disclose certain information in some circumstances.

Where do we store your information?

The EventsAir Pay powered by Airwallex product is provided through servers located in data centers hosted by Google Cloud Platform and Alibaba Cloud in Australia, Hong Kong, Japan, Mainland China, the Netherlands, Singapore, and the United States. We may access these servers from other locations as necessary to support the operation of the Services.

The EventsAir Pay powered by Stripe product is provided through servers located in data centers listed [in the Stripe](#)

[Sub-Processors and Service Providers List.](#)

How long do we retain information for?

We only retain personal information for so long as it is required to fulfil the purpose for which it was collected, unless we are subject to legal or regulatory obligations to retain such information.

How We Deal with Complaints and Requests

You may request access to Personal Information about you that we hold and you may ask us to correct your Personal Information if you find that it is not accurate, up-to-date or complete. If you are a user of the platform you also have the ability to change personal details by logging in. You may also make a complaint about our handling of your Personal Information. These services are free of charge. To protect your privacy and the privacy of others, we will need evidence of your identity before we can grant you access to information about you or change it.

You can notify us of your desire to remove consent to having your personal information stored upon our systems. Should an attendee to an event notify us of a desire to remove consent to have your information stored we will immediately inform the data controller.

You can contact our Privacy Officer by email, or send your request by mail. We undertake to respond within 30 days. If the request or complaint will take longer to resolve, we will provide you with a date by which we expect to respond.

For all of our Product Users we respect the following key principles, you have —

- The right to know or request that we disclose what Personal Information of yours that we collected, the way we use it use, and confirmation that we don't disclose (without your permission) or sell it.
- The right to rectification or correction of any errors in Personal Information — we note that you can rectify most personal information through your access to the product. For all other types of information, we are a data processor of your information — your employer is the data controller. Should we receive a request to amend data these will be first directed to your data controller for their decision. We therefore recommend first approaching your Data Controller.
- The right to request that a business delete or stop processing Personal Information collected by the product and maintained by Us. For users of the product we are a data processor of your information — your employer is the data controller. Should we receive a request to delete or stop processing data these will be first directed to your data controller for their decision. We therefore recommend first approaching your Data Controller.
- The right not to receive discriminatory or differentiated treatment by Us because of the information that you provided.
- The right to lodge a complaint with our Privacy Officer about the handling of your Personal Information.

Our Obligations

Our organization, this website and our system is bound by the provisions of the Privacy Act 1988 (Cth), we also recognize the New Zealand Privacy Act 2020, We also support GDPR through our Data Processing Agreement.

International Transfers

Wherever you access our Services, you understand and acknowledge that we may transfer, process, and store information about you in the United States, UK or Australia. By providing us with your information, you consent to the

transfer to, and to the processing and storage of your information in, countries outside of your country of residence, which may have different data protection laws than those in the country in which you reside.

All data transfers of Client Data between the EEA, UK, U.S and Australia are subject to EventsAir's Data Processing Agreement.

Contact Us

If you have any concerns about your privacy in relation to the use of this website, please contact our privacy officer by email: support@eventsair.com

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