

## **AGN Concerts Privacy Policy**

**Last Updated:** 01/12/25

AGN Concerts ("AGN," "we," "us," or "our") is committed to protecting your privacy and ensuring that your personal information is handled responsibly. This Privacy Policy explains how we collect, use, store, and share information when you interact with **Rock N Roll Circus** and any events operated under the **AGN Concerts** brand.

By accessing our websites, purchasing tickets, attending our events, or otherwise providing your information, you agree to the practices described in this Privacy Policy.

### **1. Who We Are**

**AGN Concerts** is the primary data controller for all data collected through:

- AGN Concerts websites and digital platforms
- All **Rock N Roll Circus** events and related activities

All personal data gathered across these entities is managed and held solely by AGN Concerts.

### **2. Information We Collect**

We may collect the following categories of information:

#### **2.1 Personal Information You Provide**

- **Contact information:** name, email address, phone number, postal address
- **Ticketing details:** event attended, seat selection, purchase history
- **Account information:** username, passwords, and preferences
- **Payment information:** processed securely via third-party payment processors
- **Communications:** emails, inquiries, customer support requests
- **Contest or promotion entries**

#### **2.2 Automatically Collected Information**

- Device information (IP address, browser type, operating system)
- Usage data (pages visited, time on site, interactions)
- Cookies, tracking pixels, and similar technologies

#### **2.3 Event-Specific Data**

At AGN Concerts and Rock N Roll Circus events, we may collect:

- Entry scans and attendance data
- On-site video or photography (for safety or promotional use, when appropriate)
- Voluntary survey responses

### **3. How We Use Your Information**

We use personal data to:

- **Process ticket purchases and manage event entry**
- **Provide customer service and respond to inquiries**

- **Send event updates, promotions, and marketing communications** (you may opt out at any time)
- **Improve our events, websites, and customer experience**
- **Ensure safety and security at events**
- **Comply with legal obligations**

#### 4. Legal Basis for Processing (If Applicable)

Where required by law (e.g., under GDPR), we process your data based on one or more of the following bases:

- Performance of a contract (e.g., event ticket purchase)
- Legitimate interests (e.g., security, marketing, service improvement)
- Legal obligation
- Consent (for email marketing or cookie tracking, where applicable)

#### 5. How We Share Your Information

We do **not** sell your personal data.

We may share information with:

- **Ticketing partners and payment processors** (for transaction completion)
- **Event partners or venues** (as required for safety or operational purposes)
- **Service providers** (IT, email platforms, analytics tools)
- **Legal authorities** when required to comply with law or safety requirements

All partners are required to handle your data securely and only for the purposes we specify.

#### 6. Data Retention

We retain your personal information only as long as necessary to:

- Fulfill event services
- Meet legal or regulatory requirements
- Resolve disputes or enforce agreements

When data is no longer required, it is securely deleted or anonymized.

#### 7. Your Rights

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

- Access your personal data
- Correct inaccuracies
- Request deletion of your information
- Object to or limit processing
- Opt out of marketing communications
- Request a copy of your data

To exercise these rights, contact us at: [info@XXX](mailto:info@XXX)

## **8. Cookies and Tracking Technologies**

We use cookies and similar tools to:

- Improve website functionality
- Analyze visitor behavior
- Personalize marketing

You may manage cookie preferences through your browser or our cookie banner (where provided).

## **9. Children's Privacy**

Our events and platforms are **not intended for children under 13** (or the applicable age of consent in your region). We do not knowingly collect data from minors without parental consent.

## **10. Data Security**

We implement appropriate technical and organizational measures to protect your data from loss, misuse, unauthorized access, or disclosure. However, no system is completely secure.

## **11. International Data Transfers**

If data is transferred outside your country, we ensure it is protected through legally recognized safeguards, such as Standard Contractual Clauses or equivalent measures.

## **12. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. Any changes will be posted with a revised "Last Updated" date.

## **13. Contact Us**

For questions or requests related to this Privacy Policy or your personal data, contact us at:

### **AGN Concerts**

Email: [info@agnconcerts.co.uk](mailto:info@agnconcerts.co.uk)