

Humanitix Privacy Policy

Humanitix gives events impact, using booking fees to close the education gap. We're a charity with no shareholders to pay, responsible for powering amazing event experiences and redirecting 100% of profits to funding education projects. We're here to change the world. That's an ambitious responsibility that we take incredibly seriously. We can only achieve this mission together with the trust of our organisers, customers, employees, education projects, philanthropic funding partners and broader communities. How we handle your personal information is crucial to earning and maintaining this trust.

INTRODUCTION

This document is the Humanitix Privacy Policy. It's to tell you about the Personal Information we collect about you, how we might use or potentially share that Personal Information and inform you of your choices about the Personal Information you give us. It's to give you confidence trusting that we protect your data with the utmost degree of security.

It's important you read this document carefully before using the Humanitix website or engaging our services, to ensure you are fully up the curve on our commitment to protecting your privacy.

WHAT DOES THIS PRIVACY POLICY COVER?

Privacy law is all about the rights you have that help you control what happens with Personal Information you give.

Humanitix is the organization responsible for collecting and handling Personal Information in this Privacy Policy. For easy reference, **Humanitix** means (Humanitix Limited ABN 32 618 780 439 Business Address Level 1/182 Blues Point Rd, McMahons Point NSW 2060, Australia and Humanitix New Zealand Charitable Trust NZBN 9429047170568 Business Address Level 2/96 Saint Georges Bay Road, Parnell, Auckland 1052) and we may also refer to Humanitix as "**Us**" or "**We**" throughout this document. This Privacy Policy covers the services offered by Humanitix such as our website, ticketing console and scanning app.

It sets out how we collect, handle and use Personal Information from people who access our services, like:

- People who browse or visit our website (**Website Visitor**)
- People who create an account with Humanitix (**Event Organisers**)
- Those who sign up to receive information about Humanitix services such as from our webinars or monthly newsletter (**Subscribers**)
- People using our services to engage with an event, including placing bookings, buying tickets, registering for an event or making a donation (**Attendees**)
- People who download or use the Humanitix Scanning App (**Ticket Scanners**)

This policy applies to Humanitix and to all persons who access our services, including Website Visitors, Event Organisers, Subscribers, Attendees and Ticket Scanners, all of whom from here will be referred to collectively as “**You**” or “**Users**”.

What’s not covered in this policy?

Sometimes our services link to services run by other companies, like the Canva Button or Facebook Event Tool. Those companies have their own privacy and cookies policies, so as a User, be mindful that we are not responsible for the Personal Information you give them. It will follow their rules, not ours.

BUT WAIT A MINUTE, WHAT EXACTLY IS PERSONAL INFORMATION?

Personal information is information which could identify you. For example, this could be your name, phone number, email address, birthday, place of work, card information, device information and IP address or pictures taken during events (**Personal Information**).

There is also a special subcategory of Personal Information, called Sensitive Information, things such as health, gender, ability, sexuality, socio-economic information or dietary preferences (**Sensitive Information**).

WHAT PERSONAL INFORMATION DOES HUMANITIX ACTUALLY COLLECT THEN?

I’m just visiting

If you are simply browsing our site as a Website Visitor, we actually don’t ask for any Personal Information from you, we hope you enjoy perusing!

If you do get in touch with us on our live chat, emails, social applications, content or programs, we may need to ask your contact details, likewise we collect your information from places outside Humanitix when you talk about us such as if you’ve mentioned us in a post or entered searches for us online.

I’m an Event Organiser

We always ask for your name, contact number, email address, that way the humans in our customer service team can ensure you’re fully equipped with everything you need to go-live with and efficiently manage your event. We’ll also ask you to provide your bank account number for your ticket sale payout if you’re running a paid event with us.

I’ve chosen to Subscribe for updates

We’ll ask for your name and email address so you can benefit from receiving updates about happenings at Humanitix and alerts about our services.

By Subscribing for updates, you consent to us sending this material to you.

Remember, if you change your mind, you can always “Opt Out” of all promotional emails by clicking “Unsubscribe” or email admin@humanitix.com.au us to take you off our distribution list.

I'm an Attendee going to a rad event

We'll require your name, contact number and email address and for paid events, your card payment details, so you can buy tickets to a Humanitix event. We don't store your card details! Check out how we protect your card [here](#).

Event Organisers often also need extra information about you to put on effective and inclusive events, this may be both Personal and Sensitive Information.

If you are providing Personal Information to us on behalf of another Attendee (like buying a table for your friends, company or family), you've got to make sure you've got their consent. In doing so, you represent and warrant to us you've obtained the other Attendees' consent to share their Personal Information with us.

WHAT CAN HUMANITIX DO WITH MY PERSONAL INFORMATION?

Humanitix will only use your data to benefit you in your experience with us and we will always have a valid reason to use your Personal Information.

Reasons we use your Personal Information may include activities like:

- delivering our epic level of personalised service
- getting you set up to create events on the platform
- helping you with requests, queries or complaints
- sending your order info and tickets when you buy tickets, register for an event or make a donation
- Event Organisers sending you information about the event you're going to
- sending you updates about your waitlist position
- sharing relevant updates about Humanitix
- scanning tickets
- assist us innovating and developing our product
- helping us improve your customer experience

We never share your Personal Information with others without your consent, other than in line with what this Privacy Policy says or when it's legally fine and fits with your rights.

HOW DO WE PROTECT YOUR PERSONAL INFORMATION?

Every action at Humanitix is made with our Users in mind. We take our responsibility to protect your Personal Information seriously and design our services with utmost safety in mind.

We comply with Australian and New Zealand Privacy Laws. We also maintain a Data Response Plan which clearly sets out how we respond to a data breach, including notifying affected individuals and if in New Zealand, the New Zealand Privacy Commissioner where required.

Some extra for experts:

- Personal Information is stored in electronic form on a secure server hosted locally in Sydney Australia. These are owned and operated by third parties ensuring secure communication between your browser and our server
- We store your information in encrypted form to ensure Personal Information remains unidentifiable as well as when it is transmitted
- Our Data Response Plan sets out steps we take to ensure requests made about Personal Information are verified as authentic and authorized
- Humanitix payments are Payment Card Industry (PCI) Compliant. To keep your payment information secure, we do not store credit card numbers

At the same time, no security measure of the internet can guarantee being completely impenetrable – if you have any concerns that your Personal Information has been put at risk (e.g. if someone found out your password), please **get in touch** straight away, but you can sleep easy in the knowledge that we take all reasonable steps to maintain and safeguard your privacy.

CAN HUMANITIX SHARE MY PERSONAL INFORMATION WITH OTHERS?

Your data is yours. We will never sell your Personal Information. Period.

For Attendees

Event Organisers ask us to collect Personal Information from you when you place an order for tickets, register for an event or make a donation, collected either at checkout or later after you've made the purchase.

We share this Personal Information with our Event Organisers so you can participate in Humanitix events.

To give you an idea of what this looks like, Event Organisers could need dietary requirements for catering, accessibility information to ensure you are well looked after on the day, place of work information to facilitate networking opportunities for you, socio-economic information to apply for funding to grow their service and keep coming back each year, next of kin information if you find yourself in a tight spot (there are many examples, these are just a few).

Sometimes this information is required by the Event Organiser, sometimes this information is optional. As an Attendee you have the complete freedom to decide whether to participate in an event that requires you to share Personal or Sensitive Information.

For Everyone

We only share your information with others when you say we can, or for reasons set out in this Privacy Policy like:

- When you make something public

- To our employees, contractors and representatives who work for us
- To our service providers whose services facilitate the operation of our business, website and app
- To the professionals who advise us on our operations and compliance
- To our business partners who help promote the events

We might also share your information with government agencies, enforcement agencies and regulatory bodies if we have to by law. We will tell you in advance, unless we are legally forbidden.

DOES HUMANITIX USE COOKIES OR SIMILAR TRACKING TECH?

Device Information

Devices are lots of things like your computer, mobile or tablet. We automatically collect some technical information from these devices and web browsers such as Internet Protocol (IP) address, device ID and app ID.

Cookies and Tracking

Cookies are small text files which are transferred to your computer or mobile when you visit our website or app. We use cookies and similar tracking technologies like pixels, web beacons, to help us track activities on our website such as pages visited, time and date and IP address. Cookies also retain your details and preferences so you can smoothly resume browsing sessions as you return to our website.

You can also opt to turn off cookies but be aware this may limit your usual seamless experience of our many features and personalisation. The choice is all yours!

The detailed information about how we use cookies is set out **here** in our cookie policy.

HOW ABOUT FROM THIRD PARTY ANALYTICS?

Third party analytics tools help us learn about usage trends on our website, including traffic, ad conversions and marketing analysis. Third party analytics tools collect non-personal information meaning you can't identify any one person. This is really important because the more we understand who's as excited about our work as we are, the more we can deliver incredible event experiences and produce funding for our education projects.

Some examples of the tools we may use include tools you know and love like Google Analytics, Google Adwords, Google Tag Manager or Facebook Ads conversions.

WILL I RECEIVE DIRECT MARKETING?

We put the human in ticketing. We like to talk to you, especially when we've got great ideas to share and exciting updates about how much education impact you are contributing to by choosing Humanitix, but we do not monetise your data!

We don't use third party marketing. We promise you will never receive irritating third party ad pop-ups when using our Website. We are a self-sufficient charity. We'll only send you marketing emails about Humanitix if you've agreed to this.

But I'm not running an event, I'm just an Attendee

We have thousands of Attendees using Humanitix, from schools, universities, charities, community groups and government agencies. It's paramount to us that your Personal Information is only used for the purposes described in this Privacy Policy.

We'll only ever send you direct marketing if the box is checked on our website explicitly telling us you agree. We will send you order confirmation emails with your tickets, these may contain general information about what we do.

For Everyone Else

We're here to create amazing experiences and change the world for good. We may use your Personal Information to share our journey, deliver important updates or announcements as we expand and grow, and directly market information about new releases as we further develop our products and services.

From us you can expect to get electronic marketing in the form of email, social media, direct mail, SMS or other electronic means.

We know you mightn't actually want to hear from us any more! We absolutely respect that choice. It's easy to unsubscribe from receiving communication from us, you can do that in your account preferences or get in touch with us directly admin@humanitix.com.au and we'll remove you from our mailing lists.

Keep in mind, even if you unsubscribe with us, an Event Organiser may still contact you if we've shared your Personal Information with them prior to you opting out – just contact the Event Organiser directly to delete your details with them too.

WHAT RIGHTS DO I HAVE TO ACCESS MY PERSONAL DATA?

You are in the driver's seat of your data. You own and control your data. Privacy law is all about the way you control how your data is handled.

Some key rights worth making sure you know about:

- You can request access to your data and ask what Personal Information we hold from you
- You can request we correct your data if you believe it isn't accurate
- You can delete your account and request your data be erased entirely or de-identified
- You can unsubscribe from Humanitix communications at any time by clicking unsubscribe or in your account preferences or by emailing us to get your details off our distribution list.

We also take an extra step of making sure if you request access to your information, that we verify you are you, and not an imposter. This is a standard safety check in line with our push to protect your Personal Information from anybody else, so we'll ask for proof of identity (and guardianship for children) for your request.

We'll only ever not be able to complete your request if the law forbids us.

WHAT IS DIFFERENT FOR CHILDREN AND TEENS?

Humanitix has services that are child-friendly and for teens and we work with many fellow charities, community groups, schools and universities powering events. Same as adults, children have privacy rights.

Parents and Guardians, you are responsible for your child's use of Humanitix services, including purchases and we will always work with you to ensure the safety of your loved ones.

If you believe your child has engaged our services or provided Personal Information, please get in touch straight away so we can take steps to remove the child's information.

IF YOU'RE GETTING AMONGST OUR CAREERS HUB

Humanitix is built by a pretty amazing group of passionate people sharing in the vision to create an organisation that truly makes a difference. Each has taken a leap of faith on the crazy idea to change the world, one ticket at a time.

We love hearing from keen individuals who want to be a part of our journey. If you do apply for a position with us, be aware we collect Personal Information from you so we can make a decision about potentially offering you a position.

Standard information includes, name, contact details, work history, and relevant record checks from previous employers, recruitment consultants or agencies, or other references who can help us reach an informed decision.

HOW DO I FIND OUT ABOUT CHANGES TO THE PRIVACY POLICY?

We keep this Privacy Policy up to date in line with global best practice, so we update it from time to time. Please refer back to check changes because they are effective once posted on our website. In using our services, you accept this Privacy Policy as it applies from time to time. We'll always let you know if we make important changes.

If you ever don't agree to the changes, you can always stop using our services, delete your Event Organiser account or request we obfuscate your Personal Information.

We'd be sorry to see you go!

WHAT DO I DO IF I WISH TO MAKE A COMPLAINT?

Step One:

We are genuinely curious to hear your feedback about your experience with Humanitix. If you have any feedback or suggestions about how we can service you better, we're all ears and reachable **here**.

Step Two:

If you would like to know more about our commitment to privacy, have a question about an area of privacy not addressed in this Privacy Policy or have a concern with how your Personal Information is protected, please email privacy@humanitix.com.au to get in touch with our Privacy Officer.

Step Three:

Where you believe your privacy has been breached or wish to make a complaint, please also contact our Privacy Officer. We will promptly investigate your complaint and advise the outcome.

Step Four:

You may also make a complaint to the Office of the Privacy Commissioner [here](#) if you are dissatisfied with the outcome of a complaint investigation.