

Privacy Policy and Cookies

1. DATA RESPONSIBLE FOR THE USE OF THE DATA

- 1.1 Trade name: WHATICKET LLC
- 1.2 EIN no.: 36-5009550
- 1.3 Headquarters: 2055 Limestone Rd STE 200-C, Wilmington, Delaware 19808
- 1.4 Contact Email: gabriel@whaticket.com
- 1.5 Purpose of the website: Information, support and operation of services for customers and interested parties.

2. PROTECTION OF PERSONAL DATA

2.1. WHAT INFORMATION DO WE PROCESS?

- 2.1.1 Identifiers such as name, email and phone number.
- 2.1.2 Business data, such as your company name.
- 2.1.3 Data related to your use of our products or services, including any comments or suggestions you send us.

2.2. HOW DO WE OBTAIN YOUR INFORMATION?

- 2.2.1 Most of the information we process you yourself provide to us directly for one of the following reasons:
 - 2.2.1.1 You have made a request to us for access to your information
 - 2.2.1.2 You have indicated to us that you wish to receive promotional information about our products and those of our commercial partners.
 - 2.2.1.3 You have contracted our products or services and provided us with information necessary for us to carry out such tasks.
 - 2.2.1.4 Through Cookies, when you use our website (you can read more about this in section 3 of this document)

2.3. HOW WILL WE USE YOUR DATA?

- 2.3.1 At WHATICKET we will process your data to:
 - 2.3.2 Manage your account and the provision of our products and services.
 - 2.3.3 Send you promotional information about our products and services.
 - 2.3.4 Follow up on our sales process.
 - 2.3.5 Statistical purposes related to our products and services.
 - 2.3.6 Furthermore, if you agree, your data will eventually be processed by our business partners in the cases explained in point 2.5.

2.4. HOW DO WE STORE YOUR INFORMATION AND HOW LONG DO WE RETAIN IT?

- 2.4.1 At WHATICKET we securely store your data in the United States, Peru and Brazil, complying with our facilities and storage service providers in these countries, as per current information security standards, which we review and update periodically.
- 2.4.2 By accepting this privacy and cookies policy, you authorize the international transfer of your data for secure processing in the United States of America, Peru and Brazil.
- 2.4.3 Regarding the retention period of your data, it will be in accordance with the original purpose for which they were collected. For example, we will store your data for as long as you have an active account on our website and/or are our customer, and for a reasonable period after these conditions no longer exist. This reasonable period includes the time required for WHATICKET to perform audits, comply with legal obligations, resolve disputes and ensure compliance with our contracts.

2.5. WHEN AND HOW WILL WE SHARE YOUR INFORMATION WITH THIRD PARTIES?

- 2.5.1 We may share the information you provide to us with third parties. Rest assured, everything we share is done in the context of a contractual relationship with these third parties, or because of specific legal or contractual obligations that require it.
- 2.5.2 We may share your personal information in the following ways:
 - 2.5.2.1 For service providers that enable our website and our products and services are provided correctly, such as Amazon, Google, Stripe, Notion.
 - 2.5.2.2 All our providers are contractually obliged to maintain the confidentiality of the data they process and can only process it for the purposes we have established.
 - 2.5.2.3 To the purchaser or successor of the products or services provided by WHATICKET in the event of a merger, restructuring, reorganization or any other corporate variation. In these cases, you will be notified via the email with which you registered or visibly on our website of any such change.
 - 2.5.2.4 Within the scope of a judicial or administrative proceeding, when required by the competent authority.
 - 2.5.2.5 For compliance with our Terms and Conditions and other obligations related to products or services purchased through our website, such as billing and collection.
 - 2.5.2.6 For other purposes specified at the time of the information request made to you.
- 2.5.3 With your consent WHATICKET may disclose to third parties your anonymous information that does not contain personal data.

2.6. MARKETING

- 2.6.1 If you agree, we will use your data to send you promotional information about our products and services, as well as those of our business partners, which we believe may be of interest to you.
- 2.6.2 Remember that you can always write to us to stop sending you advertising.

2.7. WHAT ARE MY RIGHTS?

- 2.7.1 Remember that you can exercise certain rights in relation to your data, which are as follows:
 - 2.7.2 RIGHT OF ACCESS
 - 2.7.2.1 You have the right to ask us for copies of all your information in our records. It is possible that certain information is exempt from this right, in which case we will let you know that there is some information that we cannot provide and why.
 - 2.7.3 RIGHT TO RECTIFICATION
 - 2.7.3.1 You have the right to ask us to correct any personal information that you believe is inaccurate. You also have the right to request that we complete any personal information about you that you believe is incomplete.
 - 2.7.4 RIGHT OF SUPPRESSION
 - 2.7.4.1 You have the right to ask us to remove all of your existing information from our records in certain circumstances. If there is a legal impossibility of deleting all of your information, we will let you know.
 - 2.7.5 LIMITATION RIGHT
 - 2.7.5.1 In certain cases, such as during the process of rectifying your information, you may request that we limit the processing of your information.
 - 2.7.6 RIGHT OF OPPOSITION
 - 2.7.6.1 You can object to us processing your data even when we are authorized by law to do so, for reasons relating to your particular situation.
 - 2.7.7 RIGHT TO DATA PORTABILITY
 - 2.7.7.1 You can ask us to transfer all of your information that we have to another company, if possible, or even to provide it to you directly.
 - 2.7.8 All these rights can be exercised free of charge.
 - 2.7.9 If you wish to exercise any of these rights, please do not hesitate to contact us or write directly to our Data Protection Officer.

2.8. CHANGES TO OUR PRIVACY POLICY

- 2.8.1 At Whaticket, we continually review our privacy practices and policies and post such changes on this website. This document was last updated on 5/24/2022

2.9. APPLICATION AND CONTROL AUTHORITIES

- 2.9.1 If you wish to make a complaint or believe that WHATICKET has not adequately responded to your concerns regarding your data, you can contact the control authority corresponding to your place of residence.

3. COOKIES POLICY

- 3.1 Whaticket uses cookies and similar technologies to record log data. We use both session-based and persistent cookies.
 - 3.1.1 Cookies are small text files sent by us to your computer and from your computer or mobile device to us whenever you visit our website or use our desktop application. They are unique to your account or your browser. Session-based cookies only last as long as your browser is open and are automatically deleted when you close your browser. Persistent cookies last until you or your browser deletes them or until they expire.
 - 3.1.2 Some cookies are associated with your account and Personal Data to remember that you are logged in and which parts of the Service or Site you are logged into. Other cookies are not linked to your account, but are unique and allow us to perform website analysis and personalization, among other similar things. If you access the Services through your browser, you may be able to manage your cookie settings, but if you disable some or all of your cookies, you may not be able to use the Services.
 - 3.1.3 WHATICKET sets and accesses our own cookies on domains operated by WHATICKET and its affiliates. In addition, we use third parties such as Google Analytics for website analysis. You can disable Google Analytics third-party cookies on your website.

3.2 HOW DO I CHANGE MY COOKIES SETTINGS?

- 3.2.1 Most internet browsers allow some type of control over cookies through their configuration.