



PRIVACY POLICY

Effective Date: January 10th 2024

Introduction

Welcome to the Privacy Policy of New Noise ("we," "us," or "our"). We are committed to protecting the privacy and security of your personal information. This Privacy Policy outlines how we collect, use, disclose, and safeguard your personal information when using our events and ticketing website, including any related services, features, or content offered by True Sound (collectively referred to as the "Services").

By accessing or using our Services, you acknowledge that you have read this Privacy Policy and understand its terms. If you do not agree with the practices described in this Privacy Policy, please do not access or use our Services.

Information We Collect -

1. Personal Information

When you access or use our Services, we may collect certain personal information from you, including but not limited to your name, email address, mailing address, phone number, and payment information. We collect this information in various ways, including when you voluntarily submit it to us, interact with our Services, or participate in contests, promotions, or surveys.

2. Usage Data

We may also collect information automatically when you access or use our Services. This may include information such as your IP address, browser type, operating system, device information, and usage patterns. We collect this data using cookies, web beacons, and similar technologies.

3. Use of Information

We may use the information we collect from you for various purposes, including but not limited to:

- Provide, maintain, and improve our Services
- Process your ticket orders and payments
- Send you important service updates and information related to your ticket purchases or upcoming events

- Respond to your inquiries, feedback, or customer support requests
- Personalise your experience and tailor content or recommendations
- Conduct research and analysis to improve our Services
- Prevent fraudulent or unauthorised activities
- Comply with legal or regulatory obligations

4. Data Sharing and Disclosure

We may share your personal information with certain third parties, including:

- Our ticketing partners, Oztix and TicketMaster, to process your ticket purchases and facilitate entry to events
- Service providers who help us deliver and improve our Services, such as payment processors, customer support providers, and data analytics providers
- Law enforcement agencies, government authorities, or court orders if required by law or as necessary to protect our rights, safety, or property
- Third parties in connection with a business merger, acquisition, or sale of all or a portion of our assets, subject to a confidentiality agreement

5. Data Retention

We will retain your personal information for as long as necessary to fulfil the purposes outlined in this Privacy Policy unless a longer retention period is required or permitted by law.

6. Security

We implement reasonable measures to protect the security and confidentiality of your personal information. However, please note that no method of transmission over the Internet or electronic storage is completely secure.

7. Children's Privacy

Our Services are not intended for individuals under the age of 13. We do not knowingly collect personal information from children. If we become aware that we have collected personal information from a child without parental consent, we will take steps to remove the information promptly.

8. External Links

Our Services may contain links to external websites or services that are not owned or controlled by us. We are not responsible for the privacy practices or content of these third-party sites. We encourage you to review the privacy policies of these third-party websites before providing any personal information.

9. Update and Access

You may update, correct, or delete your personal information by contacting us at info@truesoundaudio.com.au or 0401 949 022. We will respond to your request within a reasonable timeframe.

10. Changes to this Privacy Policy

We reserve the right to modify this Privacy Policy at any time. Any changes will be effective immediately upon posting the updated Privacy Policy on our website. Your continued use of our Services after any modifications indicates your acknowledgment and agreement to the updated Privacy Policy.

11. Contact Us

If you have any questions, concerns, or suggestions regarding this Privacy Policy or our privacy practices, please contact us at info@truesoundaudio.com.au or 0401 949 022.

Please note that this Privacy Policy applies only to our Services and does not govern any offline activities or websites that may be linked within our Services.