

234TICKETS Privacy Policy

Last Updated: [15 AUG 2025]

234 Africa Entertainment Limited (“we”, “us”, “234tickets.live”), RC 8569366, located at Oluwakayode Jacobs Crescent, Lekki, Lagos State, Nigeria, is committed to protecting your privacy. This Policy outlines how we collect, use, store, and disclose your personal information when you interact with our website, mobile site, or mobile application (collectively, the “Platform”).

By using 234tickets.live, you agree to the terms of this Policy.

1. Information We Collect

We gather information to provide, improve, and secure our services. This includes:

- **Personal Information:** Name, email, phone, address, date of birth, and demographic information. Collected when you register, purchase tickets, or host events.
- **Device and Usage Data:** IP address, browser type, operating system, pages visited, time spent, and click patterns. Collected automatically via Platform analytics.
- **Payment Data:** Transaction information and payment confirmations. All payment processing is handled by third-party providers; we do not store full card details.
- **Mobile Device Information:** Device ID, model, and location if enabled.
- **Third-Party Data:** Information from social media or other linked accounts, with your authorization.
- **Promotions and Surveys:** Data provided when participating in contests, surveys, or feedback.

2. How We Use Your Information

We use your data to:

- Facilitate ticket purchases, payments, and event hosting.
- Manage Platform accounts, subscriptions, and user profiles.
- Send confirmations, updates, or customer support responses.
- Provide personalized recommendations and marketing communications (with consent).
- Conduct analytics and monitor Platform performance.
- Prevent fraud, unauthorized activity, and security breaches.

- Comply with legal obligations and enforce our terms of service.

3. How We Share Your Information

We may share your information under the following circumstances:

- **Service Providers:** Vendors assisting with payments, hosting, analytics, marketing, or customer support.
- **Legal Requirements:** As required by law, regulation, or legal process.
- **Business Transfers:** In the event of a merger, acquisition, or sale of assets.
- **Affiliates and Partners:** For operational purposes, analytics, or joint promotions.
- **User Interactions:** Publicly visible information when interacting with other users.

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

4. User Rights

You may exercise the following rights regarding your personal data:

- Access, correct, or update your information.
- Withdraw consent where previously granted.
- Object to or restrict processing in specific circumstances.
- Request deletion of personal data, where legally permissible.
- Request portability of your data in a structured format.
- Lodge complaints with the Nigerian Data Protection Commission (NDPC) or other regulatory authorities.

Submit requests via 234groupinfo@gmail.com.

5. Cookies and Tracking

We use cookies and similar technologies to enhance Platform functionality and user experience.

- **Essential cookies:** Required for account login, payments, and core Platform operations.
- **Analytics cookies:** Track usage patterns to optimize the Platform.
- **Marketing cookies:** Deliver personalized offers or promotions, only with consent.

You may manage cookie preferences through your browser. Declining non-essential cookies may limit certain Platform features.

6. Security of Your Information

We implement administrative, technical, and physical safeguards to protect your data. While we strive to maintain security, no system is completely impervious to unauthorized access.

7. Children's Privacy

The Platform is not intended for individuals under 18. We do not knowingly collect information from children. If you believe we have inadvertently collected data from a child, contact 234groupinfo@gmail.com.

8. International Data Transfers

Your information may be transferred or stored outside Nigeria. We implement safeguards such as standard contractual clauses or other legal mechanisms to ensure adequate protection.

9. Data Retention

We retain personal data only as long as necessary to:

- Fulfill contractual obligations.
- Comply with legal or regulatory requirements.
- Resolve disputes or enforce agreements.

Typically, data is retained for **up to 10 years** after termination of services unless longer retention is required by law.

10. Contact Information

For questions, complaints, or data requests:

Email: 234groupinfo@gmail.com

Address: Oluwakayode Jacobs Crescent, Lekki, Lagos State, Nigeria

End of Privacy & Cookie Policy