

BIZARRO PRIVACY NOTICE: PROMOTERS, VENUES & FESTIVALS

You trust us with your personal information, so we strive to always be clear and honest about how and why we use it. Our commitment is to maintain your trust and confidence by handling your personal information with respect and putting you in control. This notice explains what information we collect, how we use it, and the choices and rights you have.

SUMMARY

- WHAT INFORMATION WE HAVE & WHERE WE GET IT - We collect and store different types of information when you create an account, buy tickets to our events, attend our events, contact us or use our websites, apps and social media.
- HOW WE USE YOUR INFORMATION & WHY - We use your information to deliver the services you request, help you get into the shows you love, communicate news, personalise your experience, market our events and products (when you opt in), and comply with legal obligations.
- WHO WE SHARE YOUR INFORMATION WITH & WHY - We may share your information with Event Partners (such as co-promoters, ticketing agents, artists or venues), service providers, and other third-parties associated with delivering our services. We share data only as needed and with appropriate safeguards.
- YOUR CHOICES & RIGHTS - You can choose whether to receive marketing from us, control cookie settings, opt out of location-based services and push notifications, manage personalisation and exercise rights to access, correct or delete your information.
- LOOKING AFTER YOUR INFORMATION - We take steps to ensure your information is protected and delete it securely when no longer needed.

WHAT INFORMATION WE HAVE & WHERE WE GET IT

Depending on how you interact with us, we collect information such as:

- Account and purchase data (e.g., contact and billing details when you create an account or buy VIP experiences or merchandise).
- Ticketing data (e.g., name, contact details, ticket purchase information and seat numbers) when you purchase or are transferred tickets.
- Event attendance data, including use of free Wi-Fi, cashless payment wristbands and access control systems.
- Images and CCTV footage captured at venues or festivals for safety and security; these images may sometimes be used in marketing or social media posts.
- Online usage data from our websites and apps collected via cookies, GPS, Wi-Fi and device sensors (e.g., browser and device information, IP address, location, referring sites and usage patterns).
- On-site safeguarding data collected to manage access, monitor visitor well-being and record any incidents at events.
- Ratings and reviews (including photos or videos) that you post on our platforms.
- Accessibility requirements if you request accessible tickets (we may need to validate your needs depending on your market).
- Competition entries and fan-experience/customer-support interactions.

- Social-media activity and publicly posted information (e.g., posts mentioning us).
- Geodemographic information from advertising partners to help us personalise our services (you can opt out of this).
- Health & safety information where required for compliance with public-health laws (e.g., names, contact details, seat locations, entry/exit times and – in rare cases – test results, as required by event organisers or authorities).

HOW WE USE YOUR INFORMATION & WHY

Performance of our contract:

- Process purchases (e.g., tickets, VIP experiences, merchandise).
- Take payment and send confirmations and event-related emails.
- Provide customer support and register you for event presales.
- Share necessary data with Event Partners to run the event and fulfil ticketing and seating obligations.
- Administer competitions and prize draws (including contacting winners).

Subject to your choices:

- Send you marketing communications via email, push/web notifications and SMS (which you can opt out of at any time).
- Deliver tailored advertising and personalised content based on your preferences and interactions.
- Conduct market research, satisfaction surveys and user-research to improve our products and services.
- Use event images and videos in marketing and social media where permitted.
- Provide location-based services (e.g., showing events near you or helping you navigate at a venue).
- Analyse crowd behaviour onsite to improve safety and visitor experience.
- Process accessibility information with your explicit consent when you request accessible tickets.
- Share limited information with Commercial Partners for value-added services (e.g., travel packages, sponsors or exclusive presales), only with your consent.

Our legitimate interests:

- Prevent or detect unlawful behaviour and protect or enforce our rights.
- Maintain security and safety at events and venues.

Vital interests:

- Use health information to protect attendees and comply with applicable health and safety requirements.

WHO WE SHARE YOUR INFORMATION WITH & WHY

We share your information only as necessary:

- Service providers who perform functions on our behalf (e.g., cloud hosting, payment processing, customer support, information-security).
- Event Partners such as co-promoters, ticketing agents, venues and artists to run the event and fulfil contractual obligations.
- Commercial Partners that we collaborate with for value-added offerings (e.g., travel packages, sponsors, exclusive presales) where you have consented.

- Legal authorities and regulators when required by law or in response to valid requests (e.g., court orders, subpoenas or fraud investigations).
- Successors or buyers in the event of a business sale or restructuring, with continued protection of your privacy.

YOUR CHOICES & RIGHTS

You are in control of your information and can:

- Stop receiving marketing communications by updating your preferences or using unsubscribe links.
- Manage cookie settings through our cookie-management tools.
- Opt out of location tracking and push notifications via device and browser settings.
- Turn off personalisation in your account settings.
- Opt out of market research surveys.
- Request access to, correction of or deletion of your personal data.
- Designate an authorised agent to submit data-rights requests on your behalf (subject to identity verification).

LOOKING AFTER YOUR INFORMATION

We use technical and organisational measures to protect your information and retain it only as long as necessary for the purposes described above or as required by law. We are not responsible for third-party websites or apps; always review their privacy policies.

As a globally oriented company, we may transfer your information internationally when using shared services or when world-class acts tour across borders. We ensure appropriate safeguards (such as Standard Contractual Clauses) are in place for any such transfers.

CONTACT US

We have a global privacy team dedicated to information security and privacy. If you have any questions about this notice or our approach to privacy, please contact our Privacy Office at hello@bizarro.com.au.

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