

Website Privacy Policy

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1. Introduction

Deepneed.tech ("**Company**", "**We**" or "**Deepneed**") respect your privacy and are committed to protecting it through our compliance with this policy.

This policy describes the types of information we may collect from you or that you may provide when you visit the website (support@deepneed.tech) our "**Website**") and our practices for collecting, using, maintaining, protecting and disclosing that information.

This policy applies to the information we collect:

- On this Website;
- In email, text, and other electronic messages between you and this Website;
- Any information we collect through this website and any other related sources.

Our website, apps, and these other third parties may have their own privacy policies, which we encourage you to read before providing information on or through them.

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, your choice is to not use our Website. By accessing or using this Website, you agree to this privacy policy. This policy may change from time to time (see **Changes to Our Privacy Policy**). Your continued use of this Website after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates.

The content of this website, including but not limited to the design, layout, look, appearance, and graphics, is either owned by us or licensed to us. Reproduction of any material is prohibited except in accordance with the copyright notice, which forms part of these terms and conditions. Unauthorized use of this website may give rise to a claim for damages and be considered a criminal offence.

2. Children Under the Age of 16

Our Website is not intended for children under 16 years of age. No one under age 16 may provide any personal information to or on the Website. We do not knowingly collect personal information from children under 16. If you are under 16, do not use or provide any information on this Website or through any of its features, or provide any information about yourself to us, including your name, address, telephone number, or email address. If we learn we have collected or received personal information from a child under 16 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 16, please contact us at support@deepneed.tech.

3. **Information We Collect About You and How We Collect It**

a. **We collect several types of information from and about users of our Website, including information:**

- Personal information that can identify you, such as your full name, email address, and mobile number, which you provide to us ("**Personal Information**");
- About your internet connection, the equipment you use to access our Website, and usage details.

b. **We collect this information:**

- Directly from you when you provide it to us;
- We may automatically collect information as you use our website. This information may include usage details, IP addresses, and data gathered through cookies, website data, and other tracking technologies.

c. **Information You Provide to Us:**

The information we may collect on or through our Website may include:

- Information that you provide by filling in forms on our Website. This includes information provided at the time of registering to use our Website. We may also ask you for information when you report a problem with our Website;
- Records and copies of your correspondence including email addresses, if you contact us.

d. **Information We Collect Through Automatic Data Collection Technologies:**

As you navigate through and interact with our Website, we use automatic data collection technologies to collect certain information about your equipment, browsing actions, and patterns, including:

- **IP Address:** We automatically collect IP addresses when you interact with our website. The IP address helps us understand the geographical location of our users, monitor the security of our website, and ensure it is functioning properly.
- **Usage Details:** Details of your visits to our website, including traffic data, location data, logs, and other communication data, as well as the resources you access and use on the website.

- **Device Information:** We collect information about the devices used to access our website. This includes details like device type, operating system, unique device identifiers, and network information, which helps us optimize the website experience.
- **Website Performance and Usage Data:** We collect information about website performance and usage, including error reports, response times, and other technical details that help us monitor and improve the stability and performance of our website.

The information we collect automatically may include personal information, or we may maintain it or associate it with personal information we collect from you. It helps us to improve our Website and to deliver a better and more personalized service, including by enabling us to:

- Estimate our audience size and usage patterns,
- Store information about your preferences, allowing us to customize our Website according to your individual interests,
- Speed up your searches,
- Recognize you when you return to our Website.

e. The technologies we use for this automatic data collection may include:

- **Cookies (or mobile cookies)** Our website uses cookies to enhance your browsing experience, analyze site traffic, and personalize content. Cookies are small data files that are placed on your device when you visit our site. We use both session cookies, which expire when you close your browser, and persistent cookies, which stay on your device until they expire or you delete them. By using our website, you consent to our use of cookies. You can control and manage cookies through your browser settings. However, please note that disabling cookies may affect the functionality and features of our site.
- **Web Beacons.** Pages of the website and our emails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs). These allow us to, for example, count the number of users who visit those pages or open an email, track website usage statistics, record the popularity of certain website content, and verify the integrity of our system and servers.

4. Why We Collect Your Personal Information and How We Use It

We collect and process your personal information to enhance your experience with our website. The types of personal information we collect and the reasons for doing so are outlined below:

- To operate and maintain our event discovery and management services, including our mobile event app, event management system, and other integrated solutions.
- To tailor your experience on our platform, such as recommending events and services that align with your preferences, interests, and previous interactions.
- To keep you informed about your account, updates to our services, upcoming events, and any changes to our offerings.

- To facilitate secure and efficient transactions, including ticket purchases, reservations, and other event-related services.
- To adhere to legal obligations, such as identity verification, fraud prevention, and compliance with applicable laws and regulations.
- We gather data on how you interact with the website such as pages visited, searches made, and features used to better understand your interests and improve our services.

How We Use Your Information

We use information that we collect about you or that you provide to us, including any personal information:

- To help you discover and participate in events that match your interests.
- To analyze how you use our platform, allowing us to improve our services, develop new features, and enhance the overall user experience.
- To send you updates about events or services that may interest you, with your consent.
- To protect our platform and users from unauthorized access, security threats, and fraudulent activities.
- To comply with legal and regulatory requirements, including responding to lawful requests from government authorities.
- To respond to your inquiries and provide assistance, we use your contact information for customer support.
- To identify areas for improvement, fix bugs, and enhance overall performance, we analyze website usage data for performance monitoring.
- To develop new features and improve existing ones, we use insights from user interactions for feature development.
- To comply with legal requirements or to protect our legal rights, we may need to disclose your information for legal obligations.

We take the protection of your personal information seriously and will never share or sell your data to other companies for promotional purposes. We only share your information with third parties when it is necessary for us to facilitate the event recommendations and updates you have requested, and we always ensure that only the minimum amount of information necessary is shared. We will not disclose any information about you without your express permission, except in cases where we are legally or statutorily obligated to do so.

Unfortunately, the transmission of information via the internet is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted through our website. Any transmission of personal information is at your own risk. We are not responsible for any unauthorized access or breaches related to your information or for any issues that arise from the use of our website's privacy settings and security measures.

5. Your Choices About Our Collection, Use

We strive to provide you with choices regarding the personal information you provide to us. This section describes mechanisms we provide for you to control certain uses and disclosures of over your information.

- **Tracking Technologies.** We use various tracking systems to understand usage patterns. Please note that these systems may continue tracking your activity independently, and we do not control their tracking practices.
- **Location Information.** We cannot detect or track your location unless you permit us to do so through your device's privacy settings. If you choose not to share your location, certain features of the Website may be inaccessible.
- **Disclosure of Your Information for Third-Party Advertising and Marketing.** We do not disclose your personal information to third parties for their advertising or marketing purposes.

6. **Accessing and Correcting Your Personal Information**

You can review and update your personal information through the Website. If you need further assistance or wish to request access, correction, or deletion of any personal information you have provided, please contact us via email at support@deepneed.tech.

We may not be able to fulfill a request to change or delete information if doing so would violate any legal obligations or make the information inaccurate. The proper use of information shared on the website, including user contributions, is subject to our Terms of Use.

7. **Your Privacy Rights under GDPR**

Our company is committed to ensuring that you are fully aware of your data protection rights under the GDPR. As a user of the "Deepneed" website in Luxembourg, you are entitled to the following:

- **The Right to Be Informed:** You have the right to know how we collect and use your personal data, as outlined in our Privacy Policy.
- **The Right to Access:** You have the right to request copies of your personal data that we hold. We may charge a small fee for this service to cover administrative costs.
- **The Right to Rectification:** You have the right to request that we correct any information you believe is inaccurate or complete any information you believe is incomplete.
- **The Right to Erasure:** You have the right to request that we delete your personal data, under certain conditions.
- **The Right to Restrict Processing:** You have the right to request that we limit the processing of your personal data, under certain conditions.
- **The Right to Object to Processing:** You have the right to object to our processing of your personal data, under certain conditions, including processing for direct marketing purposes.
- **The Right to Data Portability:** You have the right to request that we transfer the data we have collected to another organization, or directly to you, in a structured, commonly used, and machine-readable format, under certain conditions.
- **The Right Related to Automated Decision-Making and Profiling:** If applicable, you have the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects or similarly significantly affects you, except in cases where such processing is necessary for the performance of a contract, is authorized by law, or is based on your explicit consent.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email:

8. Changes to Our Privacy Policy

It is our policy to post any changes we make to our privacy policy on this page without any notice. If we make material changes to how we treat our users' personal information, we will notify you through a notice on the Website home page. The date the privacy policy was last revised is identified at the top of the page. You are responsible for ensuring we have an up-to-date active and deliverable email address for you, and for periodically visiting our Website and this privacy policy to check for any changes.

9. Contact Information

To ask questions about this privacy policy and our privacy practices, contact us at:

Email: support@deepneed.tech

Phone: +352621515384

Organization Address: 12 Bei der Aarnescht Niederanven (Oberanven) - 6969 Luxembourg (LU)