



# Fannaan Privacy and Cookie Policy

Last Updated: 22 March 2025

## Table of Contents

[Introduction](#)

[What does this privacy policy cover?](#)

[What's not covered in this policy?](#)

[What exactly is personal information?](#)

[What personal information does Fannaan actually collect then?](#)

[I'm just visiting](#)

[I'm an Event Organiser/Host](#)

[I've created an account](#)

[I'm an Attendee buying a ticket to an event](#)

[What can Fannaan do with my personal information?](#)

[How do we protect your personal information?](#)

[Can Fannaan share my personal information with others?](#)

[For Attendees](#)

[For Everyone](#)

[Does Fannaan use cookies or similar tracking tech?](#)

[Device Information](#)

[Cookies and Tracking](#)

[How about from third party analytics?](#)

[We use the following cookies:](#)

[Strictly necessary cookies](#)

[Analytical / performance cookies](#)



[Functional cookies](#)

[Will I receive direct marketing?](#)

[But I'm not running an event, I'm just an Attendee](#)

[For Everyone Else](#)

[How long will we keep your personal information?](#)

[What rights do I have to access my personal data?](#)

[What is different for children and teens?](#)

[How do I find out about changes to the privacy policy?](#)

[What do I do if I wish to contact Fannaan or make a complaint?](#)

## Introduction

Fannaan is an event discovery and ticketing platform.

How we handle your personal information is key to our transparent way of operating.

This document is the Fannaan Privacy Policy. It's to tell you about the Personal Information we collect about you, how we might use or potentially share that Personal Information and inform you of your choices about the Personal Information you give us. It's to give you confidence trusting that we protect your data with the utmost degree of security.

It's important you read this document carefully before using the Fannaan website or engaging our services, to ensure you are fully up the curve on our commitment to protecting your privacy.

## What does this privacy policy cover?

Privacy law is all about the rights you have that help you control what happens with the Personal Information you give.



Fannaan is the entity responsible for collecting and handling Personal Information in this Privacy Policy. For easy reference, Fannaan means:

- FANNAAN PTY LTD (ABN 93 683 385 999) in Australia;

We may also refer to Fannaan as “Us” or “We” throughout this document.

This Privacy Policy covers the services offered by Fannaan such as our website and ticketing platform.

It sets out how we collect, handle and use Personal Information from people who access our services, like:

- People who browse or visit our website (Website Visitor)
- People who create an account (Users)
- People who create artist profiles with Fannaan to promote their events (Artists)
- People who create host profiles with Fannaan to promote and sell tickets to their events (Event Organisers/Hosts)
- People who buy tickets from our website (Attendees)

This policy applies to Fannaan and to all persons who access our services, including all Website Visitor, Users, Artists, Event Organisers/Hosts and Attendees, all of whom from here will be referred to collectively as “You” or “Users”.

Please note that where Attendees engage with an event including buying tickets or registering for an event, Fannaan is processing their Personal Information on behalf of the named Event Organisers/Hosts and where the Event Organiser acts as the controller in connection with the event and where Fannaan is a processor.

### What’s not covered in this policy?

Sometimes our services link to services run by other companies, like Facebook and Instagram. Those companies have their own privacy and cookies policies, so as a User, be mindful that we are not responsible for the Personal Information you give them. It will follow their rules, not ours.



## What exactly is personal information?

Personal information is information which could identify you directly or indirectly. For example, this could be your name, phone number, email address, birthday, place of work, card information, device information and IP address or pictures taken during events (Personal Information).

There is also a special subcategory of Personal Information, called Sensitive Information or Special Category data, things such as health, race, ethnicity, gender, ability, sexuality, socio-economic information, beliefs or dietary preferences (Sensitive Information).

## What personal information does Fannaan actually collect then?

### I'm just visiting

If you are simply browsing as a Website Visitor, we actually don't ask for any Personal Information from you directly, but we will collect technical data consisting of your IP address, browser type and version, your device operating system and hardware version your URL and information about your browsing actions and session length on our website. Do also check out our cookies and tracking section below.

If you do get in touch with us on our live chat, emails, social applications, content or programs, we may need to ask your contact details. Likewise we collect your information from places outside Fannaan when you talk about us such as if you've mentioned us in a post or entered searches for us online.

### I'm an Event Organiser/Host

We always ask for your name and email address, that way we are able to contact you regarding any updates to your event and help you efficiently manage your event. We'll also ask you to provide your bank account number for your ticket sale payout if you're running a paid event with us.



I've created an account

We'll ask for your name and email address so you can benefit from receiving updates about happenings at Fannaan and alerts about Artists or Hosts you follow.

By following artists/hosts, you consent to us sending this material to you.

Remember, if you change your mind, you can always "Opt Out" of all promotional emails by clicking "Unsubscribe" or email us to take you off our distribution list. We will also hold information about your stated contact preferences.

I'm an Attendee buying a ticket to an event

We'll require your name, contact number and email address and for paid events, your card payment details\*, so you can buy and receive tickets to a Fannaan event. Event Organisers will also need information about you to put on effective and inclusive events, this may also include requesting extra Personal and Sensitive Information.

If you are providing Personal Information to us on behalf of another Attendee (like buying a table for your friends, company or family), you've got to make sure you've got their consent. In doing so, you represent and warrant to us you've obtained the other Attendees' consent to share their Personal Information with us.

\* To keep your payment information secure, payment details you provide are encrypted using secure sockets layer (SSL) technology via our Payment Card Industry (PCI) compliant third party payment processing providers. Fannaan does not store credit card numbers ourselves.

Payments are made through a payment processing provider such as:

- PIN Payments

You will be providing credit or debit card information directly to such payment providers which operate secure servers to process payment details, encrypting your credit/debit card information and authorising payment. Information which you supply to these third parties is not within our control and is subject to their own



privacy policy and terms and conditions. For more information please see here:

- [PIN Payments Privacy Policy](#)

## What can Fannaan do with my personal information?

Fannaan will only use your data to benefit you in your experience with us and we will always have a valid reason to use your Personal Information.

Reasons we use your Personal Information may include activities like:

- Delivering our personalised service
- Getting you set up to create events on the platform
- Helping you with requests, queries or complaints
- Sending your order info and tickets when you buy tickets or register for an event.
- Event Organisers sending you information about the event you're going to
- Sharing relevant updates about Fannaan
- Scanning tickets
- Feedback to help us innovate and develop our product
- Helping us improve your customer experience

We never share your Personal Information with others without your consent, other than in line with what this Privacy Policy says or when it's legally fine and fits with your rights.

## How do we protect your personal information?

Every action at Fannaan is made with our Users in mind. We take our responsibility to protect your Personal Information seriously and design our services with utmost safety in mind.

We seek to comply with applicable Data Protection and Privacy Laws. We also maintain a Data Response Plan which clearly sets out how we respond to a data breach, including notifying relevant supervisory authorities and affected individuals where required. Some extra for experts:



- All Personal Information is stored in electronic form on a secure server hosted locally in Sydney, Australia. These are owned and operated under contract to us by third party service providers (Fly.io) ensuring secure communication between your browser and our server.
- We store your information in encrypted form to ensure Personal Information remains unidentifiable as well as when it is transmitted.
- Our Data Response Plan sets out steps we take to ensure requests made about Personal Information are verified as authentic and authorised.
- At the same time, no security measure of the internet can guarantee being completely impenetrable – if you have any concerns that your Personal Information has been put at risk (e.g. if someone found out your password), please [get in touch using email: support@fannaan.events](mailto:support@fannaan.events) straight away, but you can sleep easy in the knowledge that we take all reasonable steps to maintain and safeguard your privacy.

## Can Fannaan share my personal information with others?

Your data is yours. We will only use your data as described in this Privacy Policy or with your consent.

### For Attendees

Event Organisers ask us to collect Personal Information from you and process this Personal Information on their behalf when you place an order for tickets or register for an event, collected either at checkout or later after you've made the purchase.

We share this Personal Information with our Event Organisers so you can participate in those events.

To give you an idea of what this looks like, Event Organisers could need dietary requirements for catering, accessibility information to ensure you are well looked after, place of work information to facilitate networking opportunities for you (there are many examples, these are just a few).



Sometimes this information is required by the Event Organiser, sometimes this information is optional. As an Attendee you have the complete freedom to decide whether to participate in an event that requires you to share Personal or Sensitive Information.

#### For Everyone

We only share your information with others when you say we can, or for reasons set out in this Privacy Policy like:

- When you make something public;
- To our employees, contractors and representatives who work for us;
- To our service providers whose services facilitate the operation of our business and website in particular providers of platform hosting, analytics, performance monitoring and reporting, distribution of updates and IT support services;
- To the professionals such as our auditors, accountants and legal advisors who advise us on our operations and compliance; and
- To our business partners who help promote the events.

We might also share your information with government agencies, enforcement agencies and regulatory bodies if we have to by law or where this is lawfully permitted to protect the rights, property or safety of our business, website, our Users or others.

Does Fannaan use cookies or similar tracking tech?

#### Device Information

Devices are lots of things like your computer, mobile or tablet. We automatically collect some technical information from these devices and web browsers such as Internet Protocol address, device ID and app ID.





## Cookies and Tracking

Cookies are small text files which are transferred to your computer or mobile when you visit our website or app. We use cookies and similar tracking technologies like pixels, web beacons, to help us track activities on our website such as pages visited, time and date and IP address. Cookies also retain your details and preferences so you can smoothly resume browsing sessions as you return to our website. Some cookies only last while you use our website. Other cookies are used to remember you when you visit again and will last for longer.

We use strictly necessary cookies where this is in our legitimate interests (balanced with your rights). We use other cookies with your consent. You can also opt to turn off cookies but be aware this may limit your usual seamless experience of our many features and personalisation. It's up to you.

Currently, various browsers offer a "Do Not Track" option, but there is no standard for how "Do Not Track" should work on commercial websites. Due to the lack of such standards, this website does not respond to "Do Not Track" consumer browser Settings.

How about from third party analytics?

Third party analytics tools help us learn about usage trends on our website, including traffic, ad conversions and marketing analysis. Third party analytics tools collect non-personal information meaning you can't identify any one person. This is really important because the more we understand who is as excited about our work as we are, the more we can deliver incredible event experiences.

Some examples of the tools we may use include tools you know and love like Google Analytics, Google Adwords, Google Tag Manager or Facebook Ads conversions.

We use the following cookies:

Type	Name	Expiration	Why we use it
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Functional	__session	1 Month	To manage sessions and user preferences like “city” selection
Analytical / Performance	_ga	1 year 1 month	This cookie is associated with Google Universal Analytics. This cookie is used to distinguish unique users by assigning a randomly generated number as a client identifier. It is included in each page request in a site and used to calculate visitor, session and campaign data for the site’s analytics reports.
Analytical / Performance	_ga_QH6M144MEQ	1 year 1 month	This cookie is used by Google Analytics to persist session state.
Analytical / Performance	_ga_X1TQK3M04L	1 year 1 month	This cookie is used by Google Analytics to persist session state.

#### Strictly necessary cookies

These are cookies that are necessary for the operation of the Website . They include for example cookies that manage a shopping basket and enable secure log-in.



#### Analytical / performance cookies

They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us for our legitimate interests of improving the way our website works, for example, by ensuring that users are finding what they are looking for easily.

#### Functional cookies

These may be used to recognise you when you return to our website. This enables us, subject to your choices and preferences, to personalize our content, greet you by name and remember your preferences (for example, choice of language or region).

#### Will I receive direct marketing?

We'll only send you marketing emails about Fannaan if you've agreed to this. You can unsubscribe from the mailing list at any time

#### But I'm not running an event, I'm just an Attendee

Your Personal Information is only used for the purposes described in this Privacy Policy.

We will never use the Personal Information you give us to send you direct marketing unless you check the box on our website explicitly requesting it. We'll only send you order confirmation emails with your tickets, these may contain general information about what we do.

#### For Everyone Else

We may use your Personal Information to share our journey, deliver important updates or announcements as we expand and grow, and directly market information about new releases as we further develop our products and services.

From us you can expect to get electronic marketing in the form of email, social media, direct mail or other electronic means.

We know you mightn't actually want to hear from us any more! We absolutely



respect that choice. It's easy to unsubscribe from receiving communication from us, get in touch with us directly here and we'll remove you from our mailing lists.

Keep in mind, even if you unsubscribe with us, an Event Organiser may still contact you if we've shared your Personal Information with them prior to you opting out – just contact the Event Organiser directly to delete your details with them too.

### How long will we keep your personal information?

We usually don't keep your information for any longer than we need to, but we might keep it for longer if we need to fix an issue or keep records.

We will usually keep personal information:

- for as long as necessary for the original reasons we collected it (for example, for as long as you have a event organiser and/or user account)
- for up to six years after that to identify any issues and resolve any legal proceedings.

We may keep your personal information for longer:

if you complain (so we keep our complaint records for long enough)

- if we know about pending or current legal proceedings, or reasonably believe there is a chance of legal proceedings,
- in some circumstances if applicable law says we are required to.

If you opt-in to marketing from us and later change your mind (or object to any other use of your personal information), we may keep a record of your opt-out or objection for longer so we can demonstrate we respect your preferences.

We may combine and anonymise customer contact and account information relevant to managing our customer relationship and the provision of user Platform access, and we may keep such anonymised information for longer.

### What rights do I have to access my personal data?

You are in the driver's seat of your data. You own and control your data. Privacy law is



all about the way you control how your data is handled.

Some key rights worth making sure you know about:

- You can request access to your data and ask what Personal Information we hold from you.
- You can request we correct your data if you believe it isn't accurate.
- You can delete your account and request your data be erased, restricted or de-identified in certain cases.
- You can ask for your data to be moved to a third party.
- You can unsubscribe from Fannaan communications at any time here or by emailing us to get your details off our distribution list.

Where the processing of your personal information by us is based on consent, you have the right to withdraw that consent without detriment at any time. We also take an extra step of making sure if you request access to your information, that we verify you are you, and not an imposter. This is a standard safety check in line with our push to protect your Personal Information from anybody else, so we may ask for proof of identity (and guardianship for children) for your request.

You can request to exercise the rights listed above at any time by contacting us here.

If your request or concern is not satisfactorily resolved by us, you may approach your local data protection authority.

### What is different for children and teens?

The ticketing platform and services provided by Fannaan are intended for use only by persons who are at least 18 years of age, although tickets purchased may relate to events aimed at a wider audience. Fannaan does not oversee or control the nature of the events hosted on our platform - regardless of the type of events, our Website, Event Pages and Ticketing Platform are intended for use by persons who are 18 years of age or older. By using our services, you confirm to us that you meet this requirement.



How do I find out about changes to the privacy policy?

We keep this Privacy Policy up to date in line with global best practice, we do update it. Please refer back to check changes because they are effective once posted on our website. In using our services, you accept this Privacy Policy as it applies from time to time. We'll always let you know if we make important changes. If you ever don't agree to the changes, you can always stop using our services, delete your Event Organiser account or request we obfuscate your Personal Information. We'd be sorry to see you go!

What do I do if I wish to contact Fannaan or make a complaint?

Step One:

We are genuinely curious to hear your feedback about your experience with Fannaan. If you have any feedback or suggestions about how we can service you better, or any complaints we're all ears and reachable at this email

Primary support email: [support@fannaan.events](mailto:support@fannaan.events)

Secondary support email: [fannaan.events@gmail.com](mailto:fannaan.events@gmail.com)

Step Two: You may also make a complaint to your local data privacy supervisory authority if you are dissatisfied with the outcome of a complaint investigation.