

## PRIVACY POLICY AND TERMS OF SERVICE

### THE PRINCIPLES OF THE PROCESSING OF PERSONAL DATA

#### INTRODUCTION

UAB “Bilietai PLG”, legal entity code 302598528, registered address J. Jasinskio g. 12, Vilnius, LT-01112, address for correspondence Vilniaus g. 31, 3rd floor, Vilnius, LT-01402, Lithuania (hereinafter – the “Ticket Distributor”), values the privacy of its clients.

“Bilietai PLG” collects and processes personal data that is necessary to provide ticket distribution services, perform contracts and comply with legal obligations. In certain cases, personal data may be processed with the involvement of group companies, including AS “Piletilevi PLG” (registration code 10568581, address Maakri 23A, 10145 Tallinn, Estonia), acting as data processors and providing IT or other related services.

The Ticket Distributor aims to ensure that all data is processed within the EU and the EEA. The Ticket Distributor and other group companies process personal data in accordance with the data minimisation principle: only the personal data necessary to provide our services is processed.

The purpose of this document is to explain in a transparent and understandable manner how, and on which principles, clients’ personal data is processed. Please read these principles carefully to understand how the Ticket Distributor may process your personal data.

#### 1. DEFINITIONS AND ABBREVIATIONS

**GDPR** - Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation);

**Personal data** - any information relating to an identified or identifiable natural person (data subject); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name and surname, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person;

**Applicable legislation** - all applicable laws of the European Union and the Republic of Lithuania, including, but not limited to, national legislation implementing GDPR.

**Client / Data Subject** - a natural person who uses the services of the Ticket Distributor or expresses a wish to use them and whose personal data is processed by the Ticket Distributor, including the use of the Ticket Distributor’s e-shop via the Ticket Distributor’s website.

**Processing of data** - any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction;

**Controller** - the natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of processing of personal data. For the purposes of this Privacy Policy, the controller is UAB "Bilietai PLG", legal entity code 302598528, registered address J. Jasinskio g. 12, Vilnius, LT-01112, address for correspondence Vilniaus g. 31, 3rd floor, Vilnius, LT-01402, Lithuania.

**Website** - the Ticket Distributor 's website <http://www.bilietai.lt> and all related subdomains or other websites of the Ticket Distributor and social networks used by the Ticket Distributor.

**Processor of data** - a natural or a legal person, public authority, agency or other body which processes personal data on behalf of the controller.

## **2. GENERAL PROVISIONS**

2.1. The principles of the processing of personal data apply to clients who use the services of the Ticket Distributor or express their wish to use them. The principles of the processing of personal data shall be also applied to clients who use the e-shop of the Ticket Distributor.

2.2. Ticket Distributor hereby guarantees that personal data shall be processed in accordance with applicable laws. The main legal act that Ticket Distributor shall comply with when processing personal data of the clients is GDPR.

2.3. Should you have any questions about the processing of your personal data, please contact us using the contact information provided in the section "Contact Information and Questions".

## **3. LEGAL BASIS FOR THE PROCESSING OF PERSONAL DATA**

3.1. Ticket Distributor processes the personal data of the clients only if it has a legal basis to process them in accordance with applicable law.

3.2. Ticket Distributor processes personal data of the clients in the following cases:

3.2.1. Conclusion and performance of contracts: in order to conclude a contract, perform it or provide services to clients – for example, when registering as a user or purchasing tickets in the Ticket Distributor's e-shop (legal basis: Article 6(1)(b) GDPR).

3.2.2. Compliance with legal obligations: in order to comply with legal obligations applicable to the Ticket Distributor – for example, fulfilling accounting obligations under the laws of the Republic of Lithuania or providing data to public authorities (legal basis: Article 6(1)(c) GDPR).

3.2.3. Legitimate interests: where the processing of personal data is necessary for the purposes of the legitimate interests pursued by the Ticket Distributor or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject – for example, for establishing, exercising or defending legal claims, ensuring IT and information security, internal administration or fraud prevention (legal basis: Article 6(1)(f) GDPR).

3.2.4. Direct marketing: the Ticket Distributor may process personal data for sending newsletters and other direct marketing communications on the following grounds:

- based on the client's consent – where the client actively subscribes to a newsletter or otherwise provides explicit consent to receive marketing communications (legal basis: Article 6(1)(a) GDPR);
- based on legitimate interests – to send information about similar products or services of the Ticket Distributor to existing clients (customers), in accordance with the exception provided under the Law of the Republic of Lithuania on Electronic Communications, where at the time of purchase the client was clearly given the opportunity to object to such use and did not do so (legal basis: Article 6(1)(f) GDPR).

The client may opt out of marketing communications at any time by clicking the “Unsubscribe” link in an email or by contacting the Ticket Distributor.

#### **4. PROCESSING OF PERSONAL DATA**

4.1. Ticket Distributor only processes personal data that is voluntarily provided by the client. Ticket Distributor does not collect information about the clients from any third parties.

4.2. The exact composition of personal data collected and processed by Ticket Distributor depends on the specific services that Ticket Distributor provides to the client in specific circumstances. Detailed conditions for the collection of personal data may be set out in the agreement between Ticket Distributor and the client.

4.3. In case the client registers as a user of the e-shop of Ticket Distributor, Ticket Distributor shall collect the following data of the client required to create an account in accordance with the terms and conditions of the e-shop services: name, surname, e-mail address, telephone number of the customer.

4.4. If a transaction (ticket purchase) is performed through the e-shop of Ticket Distributor (regardless of whether the client is a registered or an unregistered customer of the e-shop), Ticket Distributor collects the following data about the client:

- information about the ticket purchased from the e-shop of Ticket Distributor (including information about the discount when the ticket is purchased with the discount);
- information about the bank account used to perform the transaction (number of the bank account and name and surname of the owner of the account).

#### **5. DISCLOSURE OF PERSONAL DATA**

5.1. Ticket Distributor does not disclose personal data of the clients to third parties without an appropriate legal basis.

5.2. In certain cases, Ticket Distributor discloses personal data of the clients to the persons entitled (for example, to the organizer of the event to which the client has purchased a ticket), if it is necessary to provide important organizational information, to repurchase the tickets, in case the event has been cancelled or for other important reason.

5.3. Ticket Distributor has the right to use authorized processors of data for the processing of personal data. In some cases, Ticket Distributor shall authorize certain persons to process personal data of the clients, for example providers of IT services (server services providers, developers of IT software).

## 6. STORAGE OF PERSONAL DATA

6.1. Ticket Distributor does not store personal data longer than it is necessary for processing of personal data or longer than it is permitted by applicable laws.

6.2. Ticket Distributor stores the personal data of registered users in Ticket Distributor's e-shop until the user decides to delete his account (legal basis: Article 6 (1) (b) GDPR, performance of the contract).

6.3. Ticket Distributor stores personal data related to contracts concluded between Ticket Distributor and the client for a maximum of 3 years after the transaction (legal basis: Article 6 (1) (f) GDPR, legitimate interest and limitation period for claims as referred to in paragraph 1).

6.4. Ticket Distributor shall store accounting documents, which may in some cases include personal data, for 7 years from the end of the financial year in which the financial transaction relating to the document was entered in the accounting book in accordance with the original document (legal basis: Article 6 (1) (c) GDPR).

6.5. For more information on the conditions for storing your personal data, please contact us using the contact information provided in the "Contact Information and Questions" section.

## 7. USE OF COOKIES

7.1. The website of the Ticket Distributor uses cookies. These are small text files that contain information stored in the computer of the client to track or to identify the client.

7.2. The website of the Ticket Distributor uses these cookies:

Name of a cookie	Purpose of a cookie	Information processed in conjunction with a cookie	Saving a cookie	Is any information shared or passed on to third parties through a cookie?
Public	Shopping bag of a customer	identification of a user	During the session	No
lang	selected languages	language code	1 month	No
designTheme	the theme of the chosen design	code of the design theme	During the session	No
hideBanners	a choice of a user to hide banners	The ID numbers of the selected banner ads	1 day	No
loginToken	automatic login of a user	identification of a user	3 years	No
_ga	/ statistics of "Google Analytics"	identification of a user	2 years	Yes

_fbp	Tracking the effectiveness of "Facebook advertising"	identification of a user	3 months	Yes
_gid	statistics of Google Tag Manager	identification of a user	2 days	Yes

7.3. Clients have the right to disable cookies at any time by changing the settings in their web browser. In this case, the client should evaluate that disabling cookies may prevent some features of the website from working properly. The cookies can be disabled by following the instructions in the "Help" section of the web browser. For more information on how cookies work or how to disable cookies, visit [www.allaboutcookies.org](http://www.allaboutcookies.org).

## 8. RIGHTS OF THE CLIENTS

8.1. Clients have all the rights arising from the applicable laws regarding the processing of their personal data, in particular the following rights:

1. the right of access: the clients have the right to ask at any time whether Ticket Distributor has any of his /her personal data and to receive information about which data is being processed by Ticket Distributor;
2. the right to correction: the clients have the right to ask Ticket Distributor to specify or to correct personal data if the data is insufficient, incomplete or incorrect;
3. the right to objection: the clients have the right to object the processing of his /her personal data, for example when personal data is used in the legitimate interests of Ticket Distributor, including profile analysis for the purposes of direct marketing;
4. the right to erasure: the clients have the right to demand to erase his / her personal data if the processing is based on the consent and the client revokes the consent for processing of personal data;
5. the right to restriction of processing of data: the clients have the right to demand Ticket Distributor to restrict the processing of personal data in accordance with applicable law, for example, if Ticket Distributor no longer needs personal data of the client for the purposes of processing or if the client has objected the processing of his / her personal data;
6. the right to revoke the consent for processing of personal data: if the client's personal data is processed on the basis of the consent, the client shall have the right to revoke this consent at any time;
7. the right to transfer: the clients have the right to receive from Ticket Distributor previously submitted personal data processed with the prior consent or for the purpose of fulfilling the contract concluded with the client, in writing or in a publicly used electronic format and, if technically possible, to request Ticket Distributor to transfer such data to a third party - the service provider;

8. right to file a complaint: if the client considers that his or her rights have been violated while processing personal data, he or she shall have the right to file a complaint to the Personal Data Protection Inspectorate or to court.

8.2. The rights of the clients listed in this section related to the processing of their personal data are not absolute rights. In certain cases, the rights of other data subjects or the rights of Ticket Distributor may limit the rights of the client.

8.3. In order to exercise these rights or to submit requests for the processing of personal data, please contact us using the contact information provided in the "Contact Information and Questions" section.

## **9. SECURITY OF PERSONAL DATA**

9.1. Ticket Distributor shall guarantee the security of processing of personal data in order to protect personal data from unintentional or unlawful processing, disclosure or destruction.

9.2. Taking into account the latest research and technological developments, the costs of their application, the nature, scope, context and purposes of the processing of personal data, as well as the different risks to the rights and freedoms of individuals, Ticket Distributor shall always seek to implement appropriate technical and organizational measures to process personal data to ensure the safety.

## **10. USE OF DATA**

Personal information about the ticket purchaser (name and surname, phone number, postal address, email address) is considered confidential and is processed only to the extent necessary to provide ticket distribution services, perform contracts, provide customer support and comply with legal obligations. Access to such data is granted only to authorised employees of the Company and to engaged processors (e.g., IT service providers) to the extent required for the performance of their duties.

Personal data may also be used for marketing purposes on the grounds set out in these Rules – either with the client’s consent, or to send information about similar products or services of the Ticket Distributor to existing clients where, at the time of purchase, the client was clearly given the opportunity to object to such use and did not do so.

In other cases, personal data may be disclosed to third parties only as required by Applicable Legislation or where necessary to provide the service (e.g., to the event organiser).

Payment data is processed only to the extent necessary to complete the payment and is typically stored in the systems of payment service providers. Bank card or bank account details are not stored in the Bilietai.lt system longer than necessary to complete the payment and ensure accounting compliance.

## **11. CONTACT INFORMATION AND QUESTIONS**

Should you have any questions about the processing of personal data or would you like to make requests for the processing of personal data, please contact the Ticket Distributor or the appointed data protection specialist.

#### Contacts of Ticket Distributor:

UAB "Bilietai PLG"  
Legal entity code 302598528  
VAT code LT100005962512  
Vilnius st. 31, Vilnius, LT-01402, Lithuania  
Tel. +370 673 25153  
Email: [info@bilietai.lt](mailto:info@bilietai.lt)

Working hours:  
Monday – Friday 8.30 a.m. – 5.30 p.m.

The contact information of the person appointed by the Ticket Distributor to be responsible for personal data protection is:

Mart Eensalu  
AS „Piletilevi PLG“ (registration code 10568581, address Maakri 23A, 10145 Tallinn, Estonia),  
contact information:  
Email address: [mart@piletilevi.ee](mailto:mart@piletilevi.ee),  
tel.: +3725064505,  
address: Maakri 23A, 10145, Tallinn, Estonia.

## II. RULES FOR THE PROVISION OF SERVICES

### 1. E-ticket

- Visitors to [www.bilietai.lt](http://www.bilietai.lt) have the possibility to buy an electronic ticket (e-ticket) online. When purchasing an e-ticket, you must fill in your contact details correctly - an e-ticket will be sent to the email address you provide. We recommend that you keep this ticket on your phone or, if not, print it out on a white A4 sheet of paper and present it at the entrance to the event.

- You can only use one e-ticket at a time. The holder of an e-ticket must not allow others to copy his/her ticket. In the event of a copy of the ticket, the first person to present the ticket at the entrance control shall be admitted to the event. For some events, ticket personalisation may apply. Personalisation can be applied to each ticket or purchase. In the case of per-ticket personalisation, only the person named on the ticket can enter the event, while in the case of purchase personalisation, all tickets for that purchase can be personalised in the name of one person, but all ticket holders for that purchase should enter the event together with the person in whose name all tickets for the purchase are personalised. Purchasers of personalised tickets may have the option to repersonalise such tickets, but may be subject to an additional fee. If an event is subject to ticket/purchase personalisation, re-personalisation and additional charges, you can find information on this in the description of that specific event, under important event information.

- Copying, duplicating, counterfeiting or reselling the ticket to third parties is strictly prohibited. It is also forbidden to use or acquire them in any other unlawful manner. Persons violating or attempting to violate these prohibitions shall be liable in accordance with the procedure provided for by the laws of the Republic of Lithuania. Persons using tickets illegally may be prosecuted under Articles 182, 300 and others of the Criminal Code of the Republic of Lithuania. We always report these

violations to the police. The right to use the service specified in the ticket may be revoked for a person who has illegally acquired a ticket.

## 2. Basic information

To contact us, [please fill in the online form](#) and email at [info@bilietai.it](mailto:info@bilietai.it)

or contact us by phone at +370 673 25153 – information for ticket purchasers.

- **„Bilietai PLG“, UAB** is only an Intermediary between ticket purchasers and the event organiser and is not responsible for the event or its quality. The Intermediary, upon receiving information from the event organiser, makes reasonable efforts to inform the Purchaser about material changes to the event or service terms. However, the final responsibility for the provision of the event or service, its quality, cancellation, rescheduling or other changes rests with the event organiser (service provider).
- Tickets are non-exchangeable and non-refundable (except in the event of cancellation or rescheduling of the event, with refunds to be made in accordance with the procedures laid down by the event organiser).
- **„Bilietai PLG“, UAB** sells tickets (gift vouchers) for services provided by third parties and therefore does not determine the prices of the services provided by third parties, the conditions of the services, the content of the events and their advertising, and any other criteria defining such services, and is not responsible for the provision, quality or content of such services.
- **„Bilietai PLG“, UAB** provides information on ticket prices, applicable surcharges and other payment terms at the ticket office, the website [www.bilietai.lt](http://www.bilietai.lt) or by contacting the Company directly.
- **„Bilietai PLG“, UAB** is also entitled to provide any other additional chargeable services and to levy other charges for the provision of services which are subject to a tax. Before receiving such services, the person shall be informed of the additional charges and/or fees applicable to the provision of the service in question and the amount thereof.
- When purchasing tickets online at [www.bilietai.lt](http://www.bilietai.lt), you can pay using the online banking systems of SEB, Swedbank, Luminor, Citadele, URBO and Artea Banks, as well as credit cards. Due to technical difficulties or other important circumstances, settlement methods may be changed or restricted.
- If the price of a ticket or service indicated on the website is clearly incorrect (for example, unreasonably low) and an average consumer could reasonably understand that a technical or human error has occurred, the order may be cancelled. In such case, the contract shall be deemed not concluded or terminated due to a material mistake, and any amounts paid by

the purchaser shall be refunded without undue delay, , but no later than within 14 calendar days.

- You can purchase a maximum of 10 tickets per event per purchase (unless purchased at the box office or otherwise specified by the event organiser).
- Please inform the seller of the discount before buying your ticket at the box office. To purchase a discounted ticket online, you must select the appropriate discounted ticket price.
- For an invoice, please fill this [form](#) or contact: saskaitos@bilietai.lt
- You can pay by cash or card at the ticket offices of „Bilietai PLG“, UAB (payment in Rimi network is only possible in cash).
- Heat and intense light can damage your ticket.

All comments, suggestions, feedback and complaints can be sent to: info@bilietai.lt or contact us by phone at +370 673 25153 – information for ticket Purchasers.

### **3. Ticket Refunds**

#### **Tickets are non-exchangeable and non-refundable:**

- so each time before buying tickets, consider whether you will be able to attend the event and how many tickets you need. „Bilietai PLG“, UAB is also not liable if the ticket has been lost or damaged due to your fault and has therefore lost its functionality.

#### **Refund and change of tickets in case of event cancellation or date change:**

- „Bilietai PLG“, UAB is the intermediary between the event organiser (service provider) and the buyer. „Bilietai PLG“, UAB does not organise events and is therefore not liable for any failure to organise an event, its postponement, its quality or any other matters related to the organisation of the event. The organiser of the event is responsible for all such matters.

- If the new date of the rescheduled event is not suitable or if the event is cancelled, tickets may be returned to the event organiser before the date specified by the organiser. For refunds and refunds, please contact the relevant service provider (organiser) indicated on the tickets purchased. The purchaser shall not be entitled to claim any refund and/or compensation from „Bilietai PLG“, UAB as the ticket distributor in the event of the event not taking place, a change of date or any other circumstances.

- Please note that in practice it may be the case that a particular event organiser, for the convenience of its customers, will instruct or authorise - „Bilietai PLG“, UAB to accept on behalf of the event organiser the refunded tickets and/or refund money. In such individual cases, we will provide all relevant information. However, even in such cases, the event organiser is and will be solely responsible for the refund, and the „Bilietai PLG“, UAB will be

bound by the event organiser's instructions and decisions (e.g. the amount of money to be refunded by the event organiser, etc.).

### III. GIFT VOUCHER RULES

1. The Bilietai.It Gift Voucher or the gift voucher of a specific organizer (hereinafter - **the Gift Voucher**) can be purchased at the website [www.bilietai.lt](http://www.bilietai.lt) and at the ticket offices of Bilietai.It where the Gift Vouchers are distributed.

2. Gift voucher denominations: €10, €15, €20, €30, €40, €50, €100, €150 or €200; other denominations may also be offered.

3. The Gift Voucher is valid for event tickets distributed at the website [www.bilietai.lt](http://www.bilietai.lt) or at Bilietai.It box offices.

4. Gift Voucher can be redeemable online and at Bilietai.It box offices (Gift voucher is not redeemable at Rimi).

5. Bilietai.It Gift Voucher entitles the Customer to purchase tickets to any of the events listed in the Bilietai.It box office or in the e-shop [www.bilietai.lt](http://www.bilietai.lt) for the amount of money specified in the Gift Voucher. The Gift Voucher of a particular organizer entitles the Customer to purchase tickets only to the events of the organizer specified in the voucher (or only to the events specified in the Gift Voucher).

6. The Gift Voucher is not personalised.

7. The Gift Voucher is valid for 12 months from the date of purchase, unless otherwise stated on the Gift Voucher. The Gift Voucher expiry date is indicated on the Gift Voucher and any unused portion of the Gift Voucher value is non-refundable. You can only pay once with one Gift Voucher, after which the voucher is void. The Gift Voucher presented at the time of checkout is taken and is non-refundable.

8. Accordingly, when purchasing a Gift Voucher, the person agrees with the conditions specified therein, that the voucher is non-refundable, and, therefore, if the holder of the Gift Voucher misses the expiry date stated in the Gift Voucher, the obligation of the Service Provider (Organiser) and the Distributor will end. In this case, the Service Provider may (but is not obliged to) extend the validity period or accept the Gift Voucher for a refund, subject to an amicable agreement.

9. By purchasing a Gift Voucher, the Purchaser confirms that he/she has read and agrees to the Terms and Conditions for the purchase and use of Gift Vouchers. The Distributor reserves the right to change the rules for the use of the Gift Voucher at any time, which shall come into force as from the date of their publication on the website [www.bilietai.lt](http://www.bilietai.lt), but the Purchaser shall be subject to the rules in force at the time of purchase of the Gift Voucher. Customers are always advised to get acquainted with the latest rules of using the Gift Voucher at the website [www.bilietai.lt](http://www.bilietai.lt).

10. A Gift Voucher may not be returned, renewed, exchanged for a new Gift Voucher (if lost or otherwise misplaced) or exchanged for cash, except for the Purchaser's right to cancel a Gift Voucher purchased remotely (i.e., the Purchase Contract for the Gift Voucher) within 14 days from the day of purchase.

11. A Gift Voucher cannot be used to redeem any other gift voucher distributed at the website [www.bilietai.lt](http://www.bilietai.lt) or at the Bilietai.lt box office.

12. It is strictly forbidden to counterfeit, copy, reproduce, use or acquire gift vouchers in any other unlawful manner. Persons illegally using Gift Vouchers may be prosecuted under Articles 182, 300 and others of the Criminal Code of the Republic of Lithuania\*. In the case of these violations, we always report them to the police. The person using an illegally purchased Gift Voucher may be deprived of the right to use the ticketing service specified in the Gift Voucher.

13. If you have any further questions about the Gift Voucher, please contact [info@bilietai.lt](mailto:info@bilietai.lt)

#### IV. DISCOUNT VOUCHER RULES

1. Discount Voucher (hereinafter referred to as the "**Voucher**") is a document purchased through the online shop [www.bilietai.lt](http://www.bilietai.lt), which entitles the Purchaser to avail of the service specified in the Voucher (**at a discounted price**), and which specifies the specific service, the price of the service, the place of its provision, the period of validity of the service, the provider of the service, as well as any other information concerning the service purchased. In all cases, the seller/provider of the service referred to in the voucher shall be the natural or legal person named in the voucher. The UAB "Bilietai PLG" does not provide the services sold, i.e. the company is not a seller of these services, unless this is explicitly stated in the specific offer.

2. The terms, conditions, prices, content, description, characteristics, terms, provision and payment of individual services are set out in the individual service descriptions, i.e. separately for each service.

3. The service purchased with the voucher can be used within the time limit specified on the voucher. The validity period is indicated in the description of the service and on the voucher. If the voucher holder misses the deadline specified in the voucher, the obligation between the service provider and the distributor ends. In this case, the provider may (but is not obliged to) extend the validity period or accept the voucher for a refund, subject to an amicable agreement. Any unused part of the voucher value is non-refundable. The voucher presented at the time of checkout is taken and is non-refundable.

4. By purchasing a voucher, the Purchaser confirms that he/she has read and agrees to these rules for the purchase and use of the voucher. The Distributor reserves the right to change the rules for the use of the voucher at any time, which shall take effect from the date of their publication on the website [www.bilietai.lt](http://www.bilietai.lt), but the Buyer shall be subject to the rules in force at the time of purchase of the voucher.

Customers are always advised to get acquainted with the latest rules of using the voucher on the website [www.bilietai.lt](http://www.bilietai.lt).

5. The voucher cannot be returned, renewed, exchanged for a new voucher (if lost or otherwise misplaced) or exchanged for cash, except for the Purchaser's right to cancel a voucher purchased remotely.

6. The Purchaser shall have the right to withdraw from the Contract of Sale and Purchase of the Voucher concluded at [www.bilietai.lt](http://www.bilietai.lt) by notifying the UAB "Bilietai PLG" or the Seller of the service in writing within 14 days from the date of purchase. The Purchaser's right of withdrawal from a remote contract does not apply to the following contracts:

- 1) service contracts where the services have been fully provided to the Customer, provided that the Customer's consent has been obtained before the services are provided and an acknowledgement has been given that he or she will no longer have a right of withdrawal once the contract has been fully performed by the trader;
- 2) contracts where the price of the services provided depends on financial market fluctuations;
- 3) contracts for goods made to the Customer's specific instructions, which are not pre-manufactured and which are made on the basis of the Customer's personal choice or instruction, or for goods which are expressly tailored to the Customer's personal needs;
- 4) contracts concluded after the Customer has made a specific request to the trader for his/her arrival for urgent repair or maintenance work. If, in this case, the trader provides more additional services than the Customer has specifically indicated, or sells more additional goods than are necessary to carry out the repair or maintenance work, the right of withdrawal applies to those additional services or goods;
- 5) contracts for the delivery of newspapers, periodicals or magazines, with the exception of contracts for subscriptions to these publications;
- 6) contracts for accommodation, transport of goods, car hire, catering or leisure services, if the contract specifies a specific date or period for the provision of services;
- 7) contracts for the provision of digital content, if the provision of digital content has been started with the Customer's prior consent and with the acknowledgement that it will lead to the loss of the right of withdrawal.

## **V. DISPUTE RESOLUTION PROCEDURE**

All disputes with Bilietai.lt shall be settled by negotiation. If negotiations fail to resolve any disputes, they shall be settled in the courts of the Republic of Lithuania in accordance with the applicable laws of the Republic of Lithuania.

Disputes with Customers are settled out of court by the State Consumer Rights Protection Service.

You can submit a claim/complaint regarding a product or service purchased on our website to the State Consumer Rights Protection Service (Vilnius str. 25, 01402 Vilnius, e-mail: [tarnyba@vvtat.lt](mailto:tarnyba@vvtat.lt), tel. 8 5 262 67 51, fax. (8 5) 279 1466, on the website [www.vvtat.lt](http://www.vvtat.lt), and for its territorial units in the districts - <http://www.vvtat.lt/index.php?470187665>) or fill in an application on the ODR platform <http://ec.europa.eu/odr/>.

## **VI. TERMS OF USE OF THE ONLINE TICKET SHOP [WWW.BILIETAI.LT](http://WWW.BILIETAI.LT)**

### **General Provisions**

The Parties to this Agreement (hereinafter referred to as the "**Agreement**") are the UAB "Bilietai PLG", a private limited liability company, as the Administrator of the Bilietai.lt electronic trading system (hereinafter referred to as the "**Intermediary**"), acting as one Party, and, the natural person or a legal entity purchasing tickets or vouchers through the Bilietai.lt electronic trading system (hereinafter referred to as the "**Purchaser**").

### **Validity of the Agreement**

The Agreement between the Purchaser and the Intermediary shall be deemed to be concluded from the moment when the Purchaser of Bilietai.lt, having placed an order in the shopping cart, agrees to the terms and conditions of use and pays for the order.

### **Rights of the Purchaser**

Except as provided for in this Agreement, the Purchaser shall have the right to demand the timely and proper sale and delivery of the tickets or vouchers ordered.

### **The Purchaser undertakes**

If the data provided by the Purchaser on the registration form changes, the Purchaser shall update the data immediately and, when purchasing tickets or vouchers without registration, must provide the correct data, the accuracy of which is the Purchaser's responsibility. By using Bilietai.lt, the Purchaser agrees to the Terms and Conditions of the Contract and is obliged to comply with them.

### **Rights of the Intermediary**

If the Purchaser attempts to interfere with the operation or stability of Bilietai.lt, the Intermediary may, without prior notice, restrict or suspend the Purchaser's access to Bilietai.lt or, in exceptional cases, cancel the Purchaser's registration.

The Intermediary shall have the right to refuse the sale and delivery of tickets or vouchers if false, inaccurate, misleading or incomplete information has been provided at the time of registration, ordering and payment for tickets or vouchers or subsequently. The Intermediary may unilaterally change the terms of these Rules. The Purchaser shall be bound by the terms and conditions of the Rules as published and in force at the time of purchase.

### **Price of Services and Payment Procedure**

The price of tickets and vouchers purchased by the Purchaser is provided in the e-commerce system "Bilietai.lt" before choosing the payment method of the Buyer's cart. Prices for tickets, vouchers and/or other services are shown separately. Prices include VAT.

### **Responsibility of the Parties**

The Parties shall be liable for non-performance or improper performance of their obligations in accordance with the procedure established by the laws of the Republic of Lithuania. The Purchaser shall be responsible for the accuracy of the data provided. The Intermediary shall not be liable for the timely and proper performance of this Agreement if false, inaccurate, misleading or incomplete information has been provided at the time of registration, ordering and payment of tickets or vouchers or subsequently. In this case, the Purchaser shall be responsible for the completeness and accuracy of the data provided. The intermediary shall also be not liable for any disruptions and / or damage caused by persons and third parties during the sale of tickets or vouchers.

### **Data Processing Rules**

The Purchaser must provide complete and correct data when completing the User Registration Form. If false, inaccurate, misleading or incomplete information has been provided during or after registration, ticket booking and payment, the Intermediary shall not be liable for the timely and proper performance of this Agreement. Without limiting the foregoing, any visitor or Purchaser unconditionally agrees that the Intermediary may process his/her personal data in accordance with applicable data protection legislation, including the GDPR and the laws of the Republic of Lithuania. Subject to these terms and conditions, the Intermediary may only process the Personal Data of the visitor or the Purchaser provided by him/her when purchasing tickets or registering as a user on the Intermediary's e-ticketing system. In the context of these Terms and Conditions, the sole purpose of the processing of personal data is the administration of the Intermediary's electronic ticketing system at [www.bilietai.lt](http://www.bilietai.lt), including notification of promotions by the Intermediary if the user has subscribed to the newsletter and has given his/her prior consent to the processing of the Personal Data for marketing purposes. For the purposes mentioned above, the Intermediary shall have the right to transfer Personal Data to other companies to which the Intermediary belongs or to transfer Personal Data to a third party that has acquired the Intermediary's ticketing system business, whether based in the European Union or outside the European Union. The User shall have the right to unsubscribe from the newsletter at any time in accordance with the instructions specified at [www.bilietai.lt](http://www.bilietai.lt) and the Intermediary's newsletters. The User shall have the right to have access to his/her Personal Data and the right to request the rectification of incorrect, incomplete or inaccurate Personal Data by contacting the Intermediary. All contact details of the Intermediary can be found at [www.bilietai.lt](http://www.bilietai.lt).

### **Confidentiality**

The Intermediary undertakes to keep confidential and not to disclose to third parties (other than third parties providing event services where this is necessary to ensure the proper and timely sale and delivery of the services) the data contained in the Purchaser's order form. The obligations provided for in the Agreement shall not apply when the disclosure of the Purchaser's data is necessary in the cases provided for by the legislation of the Republic of Lithuania.

### **Final Provisions**

The Parties undertake to send all letters, notices and other documents to each other by electronic mail or in writing as necessary in the cases specified in the Agreement. The Purchaser's details are provided in the order form.