

## THE PRINCIPLES OF THE PROCESSING OF PERSONAL DATA

### INTRODUCTION

UAB "Nacionalinis bilietu platintojas", legal entity code 302598528, with its registered address at J. Jasinskio st. 12, Vilnius, LT-01112, Lithuania, address for correspondence Bokšto st. 10-12, Vilnius, LT-01126, Lithuania, (hereinafter - "Bilietu platintojas") values the privacy of the clients.

Bilietu platintojas does not collect and shall not store personal data of the clients, all personal data of the clients shall be processed by the company Piletilevi - AS "Piletilevi", registration code 10568581, address Telliskivi tn 60a / 9, 10412 Tallin, Estonia - from the group of the companies to which the Bilietu platintojas belongs.

The group of the companies aims to have all data processed in the EU and the EEA countries. Piletilevi and other companies of the group shall process the personal data in accordance with the principle of data minimization: only the personal data that is necessary for the provision of our services shall be processed.

The purpose of this document is to explain in a transparent and comprehensible way how and according to which principles the personal data of the clients shall be processed. This document describes the principles of processing of personal data and how personal data shall be processed. Please read the principles of personal data processing carefully to understand how Piletilevi can 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 or data subject** - a natural person who uses the services of the Bilietu platintojas or expresses a wish to use them and whose personal data is being processed by Piletilevi, including the use of the e-shop of the Bilietu platintojas via the website of the Bilietu platintojas.

**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 of data** - the natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data. For the purposes of these personal data processing principles, the controller of personal data is Piletilevi - AS „Piletilevi“ (registration code 10568581, address Telliskivi tn 60a / 9, 10412 Tallin, Estonia).

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

**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 Bilietu platintojas 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 Bilietu platintojas.

2.2. Piletilevi hereby guarantees that personal data shall be processed in accordance with applicable laws. The main legal act that Piletilevi 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. Piletilevi processes the personal data of the clients only if it has a legal basis to process them in accordance with applicable law.

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

1. to conclude a contract, to perform a contract, to guarantee the performance of a contract or to provide services to the clients, for example in order for a client to register as a consumer or in order to use the e-shop of the Bilietu platintojas (legal basis: Article 6 (1) (b) of GDPR;

2. to fulfil legal obligations, such as the accounting obligations of the Bilietu platintojas (legal basis: Article 6 (1) (c) of GDPR);

3. in the case of legitimate interest of the Bilietu platintojas or of a third party, unless such interest outweighs the interest of the data subject or the fundamental rights and freedoms requiring the protection of personal data (legal basis: Article 6 (1) (f) GDPR);

4. Based on the consent of the clients, for example, to receive a newsletter (legal basis: Article 6 (1) (f) GDPR). If the client provides the consent to receive the newsletter, he /she shall have the right to withdraw the consent at any time by clicking on the "Remove" link attached to the newsletter.

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

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

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

4.3. In case the client registers as a user of the e-shop of Bilietu platintojas, Bilietu platintojas shall collect the following data of the client required to create an invoice 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 Bilietu platintojas (regardless of whether the client is a registered or an unregistered customer of the e-shop), Piletilevi collects the following data about the client:

- information about the ticket purchased from the e-shop of Bilietu platintojas (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. Piletilevi does not disclose personal data of the clients to third parties without an appropriate legal basis.

5.2. In certain cases, Piletilevi 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. Piletilevi has the right to use authorized processors of data for the processing of personal data. In some cases, Piletilevi 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. Piletilevi 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. Piletilevi stores the personal data of registered users in Bilietu platintojas's e-shop until the user decides to delete his account (legal basis: Article 6 (1) (b) GDPR, performance of the contract).

6.3. Piletilevi stores personal data related to contracts concluded between Bilietu platintojas 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. Piletilevi 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 Bilietu platintojas 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 Bilietu platintojas 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 Piletilevi has any of his /her personal data and to receive information about which data is being processed by Piletilevi;
2. the right to correction: the clients have the right to ask Piletilevi 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 Piletilevi, 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 Piletilevi to restrict the processing of personal data in accordance with applicable law, for example, if Piletilevi 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 Piletilevi 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 Piletilevi 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 Piletilevi 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. SAFETY OF PERSONAL DATA**

9.1. Piletilevi 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, Piletilevi 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; mobile phone number; postal address; e-mail address) is confidential and only accessible to the staff working with the ticketing system. It is necessary to enable us to provide a high quality, fast and secure ticketing service and to use the information for marketing purposes (if the ticket Purchaser has given prior consent to the use of his/her Personal Data for marketing purposes). In all other cases, the User's Personal Data may be disclosed to third parties only in accordance with the procedure provided for by the laws of the Republic of Lithuania. Any financial details of the ticket Purchaser (e.g. payment account number) are recorded temporarily. They are not collected or stored in the BILIETAI.LT system.

## **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 Bilietu platintojas or our data protection specialist at Piletilevi.

Contacts of Bilietų platintojas:

UAB “Nacionalinis bilietų platintojas“  
Legal entity code 302598528  
VAT code LT100005962512  
Bokšto st. 10-12, Vilnius, LT-01126, 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 Bilietu platintojas to be responsible for personal data protection is:

Mart Eensalu  
AS “Piletilevi“ (registration code 10568581, address Telliskivi tn 60a/9, 10412 Tallin, Estonia),  
contact information:  
Email address: [mart@piletilevi.ee](mailto:mart@piletilevi.ee),  
tel.: +3725064505,  
address: Telliskivi 60A, Eka C1, Tallin 10412, 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. This ticket you receive must be printed in good quality on a white A4 sheet of paper and presented 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.

- 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.lt](mailto:info@bilietai.lt)

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

- **The National Ticket Distributor UAB** is only an Intermediary between ticket purchasers and the event organiser and is not responsible for the event or its quality.
- 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).
- **The National Ticket Distributor 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.
- **The National Ticket Distributor 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.
- **The National Ticket Distributor 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, Medicinos and Šiaulių Banks, as well as credit

cards. Due to technical difficulties or other important circumstances, settlement methods may be changed or restricted.

- 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 contact: [saskaitos@bilietai.lt](mailto:saskaitos@bilietai.lt)
- You can pay by cash or card at the ticket offices of **the National Ticket Distributor 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](mailto: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. The National Ticket Distributor 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:**

- The National Ticket Distributor, UAB is the intermediary between the event organiser (service provider) and the buyer. - The National Ticket Distributor, 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, ticket refunds, refunds and other related matters should be addressed to the person responsible for the event, the event organiser.

- The National Ticket Distributor, UAB will kindly provide the information known to it to ticket purchasers in case of any uncertainties (e.g. to remind them of the contact details of the organiser of the event). For the sole information of ticket purchasers, please note that if the new date of the rescheduled event is unsuitable or the event has been cancelled, tickets can be returned up to the date specified by the event organiser.

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 - The National Ticket Distributor, 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 National Ticket Distributor, 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.lt 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.lt where the Gift Vouchers are distributed.
2. Gift voucher denominations: €10, €15, €20, €30, €40, €50, €100 or €150.
3. The Gift Voucher is valid for event tickets distributed at the website [www.bilietai.lt](http://www.bilietai.lt) or at Bilietai.lt box offices.
4. Gift Voucher can be redeemable online and at Bilietai.lt box offices (Gift voucher is not redeemable at Rimi).
5. Bilietai.lt Gift Voucher entitles the Customer to purchase tickets to any of the events listed in the Bilietai.lt 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 National Ticket Distributor UAB 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 National Ticket Distributor UAB 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](http://www.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 (Vilniaus str. 25, 01402 Vilnius, e-mail: [taryba@vvtat.lt](mailto:taryba@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 EGS 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 National Ticket Distributor, a private limited liability company, as the Administrator of the Bilietai.It 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.It 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.It, 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.It, 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.It, the Intermediary may, without prior notice, restrict or suspend the Purchaser's access to Bilietai.It 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.It" 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 the provisions of the Law of the Republic of Lithuania on Legal Protection of Personal Data. 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 Broker'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.

