TicketPlan & BookingPlan - Our Privacy Policy

Data protection and the secure handling of your data is important to us at TicketPlan and BookingPlan ("we", "our" or "us"). We are committed to protecting your personal information and complying with data protection laws.

Please read this this privacy policy carefully, as it informs you about how we use personal data and what rights you have under data protection laws.

Who We Are

TicketPlan is a trading name of TicketPlan Limited (for UK customers) and AGS Pier GmbH (for EU customers) and BookingPlan is a trading name of TicketPlan Limited.

How To Contact Us

If you have any questions about our Privacy Policy or the information we collect or use about you, please contact:

The Data Protection Officer, TicketPlan, Evolution House, New Garrison Road, Shoeburyness, Essex, SS3 9BF.

Email: compliance@ticketplangroup.com

What is Personal Data?

Personal data is information that says something about you. The best-known forms of personal data are your name, email address, age and date of birth. Personal data may also include your bank account number, phone number, your IP address or medical and health data, depending on the type of product you are purchasing.

Information about the collection of personal data

We take your privacy seriously and we will only ever collect and use information which is personal to you where it is necessary, fair and lawful to do so. We will collect and use your information only where:

- It is in the legitimate interests of us, you, the ticket sellers that sell products and insurers that we do so because it is necessary for the sale of products and the administration of claims and our use of your personal information will not cause you any unjustified harm;
- It is in our legitimate interests to do so because it is necessary for the effective management of our business, including for the management of disputes and improving our services, and our use of your personal information will not cause you any unjustified harm
- You have given us explicit consent to use health data to administer a claim you make; or
- It is necessary for us to meet our legal or regulatory obligations.

If you do not wish us to collect and use your personal information in these ways, it may mean that you are unable to make a claim under the products we administer.

When you contact us by email or via a contact form, the data you provide (your email address and the content of your message) will be stored by us so that we can answer your question(s). We can also process the data you provider so that we can inform you about other interesting products or to send you emails with technical information (Article 6 (1) (f) GDPR). You can object to this processing at any time by sending an email to compliance@ticketplangroup.com without you incurring any costs other than the transmission costs according to the basic tariffs. We delete data arising in this context after the storage is no longer necessary or restrict the processing if there are statutory storage obligations.

If we use commissioned service providers for individual functions of our offer or would like to use your data for advertising purposes, we will inform you in detail in this policy about the respective processes. We also state the specified criteria for the storage period.

Your Rights

You have the following rights under the GDPR:

- To request information on the categories of data processed, processing purposes, any recipients of the data, the planned storage period (Article 15 GDPR);
- To request the correction or completion of incorrect or incomplete data (Article 16 GDPR);
- Revoke a given consent at any time with effect for the future (Art. 7 Para. 3 GDPR);
- In certain cases, within the scope of Art. 17 GDPR to request the deletion of data - in particular, if the data is no longer required for the intended purpose or is being processed unlawfully, or you revoke your consent in accordance with Art. 7 Para. 3 GDPR or have declared an objection pursuant to Art. 21 GDPR;
- To request the restriction of data under certain conditions if deletion is not possible or the obligation to delete is disputed (Article 18 GDPR);
- To data transferability, i.e., you can receive your data that you have provided to us in a common machine-readable format such as CSV and, if necessary, transmit it to others (Article 20 GDPR);
- To complain to the responsible supervisory authority about the data processing.

Please send all requests for information, deletion and correction, requests for information, requests for data transferability or objections to data processing by e-mail or by post:

The Data Protection Officer, TicketPlan, Evolution House, New Garrison Road, Shoeburyness, Essex, SS3 9BF

Email: compliance@ticketplangroup.com

Please note that you can object to the future processing of your personal data at any time in accordance with the legal requirements of Article 21 GDPR. The objection can be made, in particularly, against processing for direct advertising purposes.

Collection of Personal Data

If you use the website for information purposes only, i.e. if you do not register or otherwise provide us with information, we only collect the personal data that your browser transmits to our server. If you want to view our website, we collect the following data, which is technically necessary for us to display our website to you and to ensure stability and security (legal basis is Art. 6 Para. 1 S. 1 lit. f GDPR):

- IP address
- Date and time of the request
- Time zone difference to Greenwich Mean Time (GMT)
- Content of the request (specific page)
- Access status/HTTP status code
- Amount of data transferred in each case
- Website from which the request comes
- Browser
- Operating system and its interface
- Language and version of the browser software

Cookies

“Cookies” are small files that are stored on users’ computers get saved. Different information can be stored within the cookies.

A cookie is primarily used to store information about a user (or the device on which the cookie is stored) during or after their visit to an online offer.

Temporary cookies, or “session cookies” or “transient cookies”, are cookies that are deleted after a user leaves an online offer and closes his browser. In such a cookie, for example, the content of a shopping cart in an online shop or a login status can be saved.

“Permanent” or “persistent” refers to cookies that remain stored even after the browser is closed. For example, the login status can be saved if users visit it after several days. The interests of the users can also be stored in such a cookie, which are used for range measurement or marketing purposes.

“Third-party cookies” are cookies that are offered by providers other than the person responsible for operating the online offer (otherwise, if they are only their cookies, we speak of “first-party cookies”).

We can use temporary and permanent cookies and explain this in our data protection declaration. if it is only his cookies, one speaks of “first-party cookies”). We can use temporary and permanent cookies and explain this in our data protection declaration and cookie banner We use technically necessary cookies.

The legal basis for the use of cookies is the existence of a legitimate interest in the stability and security of our IT systems within the meaning of Article 6 (1) (f) GDPR.

For the use of further cookies, we will obtain your consent (legal basis in accordance with Art. 6 Para. 1 a) DSGVO).

Sharing and Protection of Personal Data

All personal information provided to us is stored on secure servers and is only accessed and used in accordance with our privacy policies and procedures.

We may share your information with third parties for the reasons outlined in 'What we collect and use your information for.'

Where disclosure of your personal information to third parties is necessary, contractual arrangements are in place to ensure the security and confidentiality of your personal information and the information will only be used for the specific purpose for which it was provided to them.

These third parties include:

- Relevant Regulators and Supervisory Authority;
- Ticket sellers that you purchase products we administer from;
- Insurers;
- Our professional advisors such as accountants, lawyers and consultants;
- We will only pass your personal details to third parties if:
- You have given your express consent to this in accordance with Article 6 Paragraph 1 Clause 1 Letter a GDPR,
- Disclosure in accordance with Article 6 Paragraph 1 Clause 1 Letter f GDPR to safeguard our legitimate interests or to safeguard legitimate interests Third party is required and there is no reason to assume that you have an overriding legitimate interest in not disclosing your data,
- In the event that there is a legal obligation for disclosure under Article 6 Paragraph 1 Sentence 1 lit. c GDPR; and

This is permitted by law and required for the processing of contractual relationships with you in accordance with Article 6 Paragraph 1 S.1 lit.

Use of Analytics

Since data protection is important to us, we use invasive web tracking tools such as Google Analytics.

We use Google Analytics to continuously optimize our offer both technically and in terms of content, in particular to understand and improve the use of our website by users. Google Analytics does not set any cookies and does not store any information in the browser.

All the collected data is isolated and accumulated per day. For this purpose, Google Analytics collects, among other things, the following information:

- Date and time of your visit
- Title and URL of the visited page
- Incoming links
- The country you are in
- The user agent of your browser software

All data is stored completely anonymously in the form of a so-called hash. A hash is an encryption of data that is irreversible, i.e. it cannot be decrypted. This allows us to analyse your visit without storing any personally identifiable information that would be readable by us, Google Analytics or any third party.

Use of Rating Portals: Trustpilot

After you have reported a claim to us and it has been processed, we may ask you to rate our services. This is purely voluntary and only after you click on the link sent.

At Trustpilot (Trustpilot A/S, Pilestraede 58, 5th floor, 1112 Copenhagen K, Denmark), you will be asked to give a general evaluation of our company, stating your name (an alias without personal reference is also possible) and email address. We cannot assign your evaluation to the damage you reported and cannot identify you if you have not already received one from us use known personal data.

This contact is based on Art. 6 Para. 1 f) GDPR in conjunction with ErwG 47 GDPR (direct advertising as a legitimate interest). You can object to the processing of your data for advertising purposes at any time by sending an email to compliance@ticketplangroup.com without incurring any costs other than the transmission costs according to the basic tariffs.

You can find the data protection declarations of our service providers at:

Trustpilot - https://de.legal.trustpilot.com/for-reviewers/end-user-privacy-terms/

Data Security

When you visit our website, we use the common TLS (Transport Layer Security) / SSL (Secure Socket Layer) method in conjunction with the highest level of encryption supported by your browser. This is usually a 256-bit encryption. If your browser does not support 256-bit encryption, we use 128-bit v3 technology instead.

You can tell whether an individual page of our website is being transmitted in encrypted form by the closed representation of the key or lock symbol in the relevant part of your browser.

We also use appropriate technical and organizational security measures to protect your data against accidental or intentional manipulation, partial or complete loss, destruction or against

unauthorised access by third parties. Our security measures are continuously improved in line with technological developments.

Deletion Deadlines

Your personal data will be deleted provided that there are no legal storage obligations to the contrary, if you have asserted a claim for deletion, if the data is no longer required to fulfil the purpose for which it was stored or if its storage is inadmissible for other legal reasons.

Changes to this Data Protection Declaration

This data protection declaration is currently valid and was last updated in October 2026.

Due to the further development of our website or due to amended legal or official requirements, it may become necessary to change this data protection declaration. You can access and print out the current data protection declaration from this website at any time.