

Quorum – Privacy Policy

Quorum ("we", "our", or "us") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your personal data when you use our software-as-a-service (SaaS) platform and online ticketing services.

1. Who We Are

Quorum is a SaaS company based in the EU that provides online ticketing solutions. We are the data controller of your personal information when you use our services. For any questions or concerns regarding this policy, please contact us at:

 info@quorum.be

2. Information We Collect

We collect personal data that you voluntarily provide to us when using our services, including:

- Name
- Email address
- Payment information (processed via secure third-party providers)
- Any other information submitted via our online forms

3. How We Collect Your Data

We collect data through:

- Registration or purchase forms
- Customer service interactions
- Account setup or event participation forms

We do **not** use cookies or third-party tracking technologies.

4. Legal Basis for Processing

Under the General Data Protection Regulation (GDPR), we rely on the following legal bases:

- **Contractual necessity** – to provide the services you request
- **Legal obligation** – to comply with applicable laws (e.g., financial reporting)
- **Legitimate interests** – to operate and improve our services (where this does not override your rights)

5. How We Use Your Information

We use your personal data to:

- Provide and manage our ticketing services
- Process payments and issue confirmations
- Communicate with you about your transactions or support queries
- Comply with legal obligations

6. Data Sharing

We **do not sell, trade, or share** your personal data with third parties, except as necessary to process payments through secure and compliant third-party payment processors.

7. Data Retention

We retain your data only as long as necessary to fulfill the purposes we collected it for, including legal, accounting, or reporting obligations.

8. Your Rights Under GDPR

As an EU resident, you have the right to:

- Access the personal data we hold about you
- Correct or update inaccurate information
- Request erasure of your data ("right to be forgotten")
- Restrict or object to our processing
- Request data portability
- Lodge a complaint with your local Data Protection Authority

To exercise these rights, contact us at **info@quorum.be**

9. Data Security

We implement appropriate technical and organizational measures to protect your personal data against unauthorized access, disclosure, alteration, or destruction.

10. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website, and we will notify you of significant changes where appropriate.