C-TIX privacy statement

How C-TIX handles personal data. Version 14 November 2026. This is a translation; the Dutch text prevails.

1. Who we are

C-TIX is a trade name of Cango Tickets B.V., Wassenberghstraat 60, 9718 LN Groningen, the Netherlands, Chamber of Commerce 67227880, VAT number NL856885691B01. Questions about privacy can be sent to info@c-tix.com.

2. Two roles

C-TIX processes personal data in two roles. For the data of ticket buyers we act on behalf of the organiser of the event: the organiser is the controller and we are the processor. For our own customers, our newsletter, our own emails and our website we are the controller ourselves. This statement is mainly about that second role.

3. When you buy tickets

If you buy tickets through a C-TIX order form, the organiser decides which data is asked for and what happens with it. We process it on the organiser’s behalf: to handle your order, process your payment, send your ticket and, if the organiser does so, email you about the event or with news you agreed to receive.

Data of an order that was not paid is deleted after 90 days. If you have not bought anything from an organiser for 5 years and have not signed up for their news, we anonymise your data with that organiser. Amounts and other payment data are kept for as long as the law requires.

If you want to see, change or delete your data, please contact the organiser. Their contact details are in your confirmation email. The organiser can view and delete your data in C-TIX themselves.

4. Organisers and their staff

For organisers and their staff we process name, email address, phone number, address, bank account number and account holder, Chamber of Commerce and VAT number, and login details. We use these to provide the account, make payouts, issue invoices, inform you about the service and help you with questions.

Legal basis: the agreement with the organiser, and for the financial records our legal retention obligation. We keep the data as long as the account exists; financial data for seven years.

We also keep track of which parts of the dashboard you use and when, to improve C-TIX and to be able to help you with questions. Legal basis: our legitimate interest. We keep this data for thirteen months.

5. The C-TIPS newsletter

If you sign up for the C-TIPS newsletter, we keep your email address, your name if you give it, and your preferences. You confirm your sign-up via a link in an email. Legal basis: your consent.

We see whether a newsletter reached you, whether you opened it and which links you clicked. We use this to improve the newsletter and to remove addresses that no longer work.

Every newsletter has an unsubscribe link. After you unsubscribe we only keep the fact that you unsubscribed, so you will not receive mail again.

6. Emails to organisations

We sometimes email organisations that run concerts or events to introduce C-TIX. For this we use public data: the name of the organisation, its website and a general email address. Legal basis: our legitimate interest in making our service known.

We see whether such an email arrived, was opened and clicked, and whether the website was then visited through the link in the email. Every such email has an unsubscribe link. After you unsubscribe we only keep the fact that you unsubscribed, so we will not email you again.

7. Contact

If you email us or send a message through the dashboard, we keep your message and your details to help you, for as long as needed to deal with it.

8. Website and cookies

Our server records technical data on every visit, such as the IP address, the browser and the time. We use this only to secure the site and solve problems, and we keep it for a short time.

We only use cookies that are needed to log in and to order. We do not use cookies to track you or for advertising.

9. Who we share data with

We do not sell personal data. We only share it with parties we need for our service, who use it only on our behalf:

- Stichting Beheer Derdengelden C-TIX, for receiving and paying out money;
- Mollie B.V. (the Netherlands), for handling payments;
- Amazon Web Services, for the servers, the database and sending email, in data centres in Ireland;
- Google, for sending order emails;
- our accountant and the Dutch Tax Administration, where the law requires it.

Amazon and Google are American companies. Where data may leave the European Economic Area, this happens on the basis of the safeguards the GDPR provides for, such as the EU-US Data Privacy Framework or standard contractual clauses.

10. Security

We protect data with, among other things, encrypted connections, access only for those who need it, an extra login code for administration, and regular checks of our systems.

11. Your rights

You have the right to see your data, have it corrected or deleted, restrict its processing, object, and take your data with you. Where we process your data on the basis of consent, you can always withdraw it. Email info@c-tix.com for any of this.

If you are not satisfied with how we handle your data, you can file a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).

12. Changes

We may change this statement when our service or the rules change. The current version is always on c-tix.com.

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