

ProTickets – PRIVACY POLICY

Last updated: 8 December 2025

1. Introduction

This Privacy Policy explains how ProTickets (“we”, “us”, “our”) collects, uses and shares information about you when you use our services, including the ProTickets web application, Chrome extension, premium Discord channels, training content and related websites (collectively, the “Service”).

By using the Service, you agree to the collection and use of information in accordance with this Policy. If you do not agree, you should not use the Service.

2. Data Controller

The data controller responsible for your personal information is:

ProTickets

Email: support@protickets.ca

Address:

1375 Maple Tree Place #1113

Williston, VT 05495

United States

3. Information We Collect

We may collect the following categories of information:

3.1 Account and contact information

- Name, email address, password (stored in hashed form) and other information you provide when creating an account.
- Profile information such as username or display name.

3.2 Membership and billing information

- Information about your membership level, plan type (e.g., monthly or yearly), status, renewal dates and related details, which we receive from Whop or other billing providers.
- We do not store full payment card details; these are processed directly by Whop or other payment processors.

3.3 Usage and technical data

- Log data (such as IP address, browser type, device information, pages viewed, actions taken and timestamps).
- Information collected through cookies and similar technologies to remember your preferences and help us understand how you use the Service.

3.4 Communications

- Information you provide when you contact us for support or otherwise communicate with us.
- Messages or content you share in our Discord community or other communication channels we operate (subject to each platform’s own terms and policies).

4. How We Use Your Information

We use the information we collect for the following purposes:

- To operate, maintain and provide the Service, including authenticating you, delivering features of the web application, Chrome extension and Discord access.
- To manage memberships, including processing and verifying subscriptions, renewals and cancellations through Whop or other billing providers.
- To communicate with you, including sending transactional emails (e.g., account notifications, billing-related messages) and, where permitted, marketing or product update emails.
- To monitor and analyze usage, improve the Service, develop new features and maintain the security and integrity of our systems.
- To prevent fraud, abuse and security incidents.
- To comply with legal obligations and enforce our Terms of Service.

5. Legal Bases for Processing (EEA/UK users)

If you are located in the European Economic Area or the United Kingdom, we process your personal information based on the following legal bases:

- Performance of a contract: to provide the Service you have requested and to manage your membership.
- Legitimate interests: to secure and improve the Service, to communicate with you about updates and to prevent fraud.
- Consent: for certain optional uses, such as specific marketing communications or non-essential cookies, where required by law.
- Legal obligations: to comply with applicable laws, regulations and legal requests.

6. How We Share Your Information

We may share your information with:

6.1 Service providers

Third-party service providers who perform services on our behalf, such as:

- Whop (billing, membership management and checkout);
- hosting and infrastructure providers;
- analytics and error-logging providers;
- email and communication tools.

These providers are only authorized to use your information as necessary to provide services to us.

6.2 Community platforms

If your membership includes access to Discord or other community spaces, your username and any messages or content you post may be visible to other members, subject to that platform's own terms and privacy policy.

6.3 Legal and compliance

We may disclose your information if required to do so by law or in response to valid requests by public authorities, or to protect our rights, privacy, safety or property, and that of our users or others.

6.4 Business transfers

If we are involved in a merger, acquisition, financing, sale of assets or similar transaction, your information may be transferred as part of that transaction, subject to appropriate confidentiality protections.

We do not sell your personal information.

7. International Transfers

We may process and store your information in countries other than the one in which you reside. These countries may have data protection laws that differ from those in your country. Where required, we implement appropriate safeguards to protect your information when it is transferred internationally.

8. Data Retention

We retain your personal information for as long as:

- you have an active account or membership; and
- it is necessary to fulfill the purposes described in this Policy, unless a longer retention period is required or permitted by law (for example, for tax, accounting or legal reasons).

When we no longer need to retain your information, we will delete or anonymize it in accordance with our data retention practices.

9. Your Rights

Depending on your location, you may have the following rights regarding your personal information:

- Access: to request confirmation of whether we process your personal information and to obtain a copy.
- Rectification: to request correction of inaccurate or incomplete information.
- Erasure: to request deletion of your personal information in certain circumstances.
- Restriction: to request that we restrict the processing of your information in certain circumstances.
- Objection: to object to certain processing, including where we process your information based on legitimate interests.
- Portability: to request a copy of your information in a structured, commonly used and machine-readable format where technically feasible.
- Withdrawal of consent: where processing is based on consent, you may withdraw your consent at any time.

To exercise any of these rights, please contact us at support@protickets.ca. We may ask you to verify your identity before responding to your request.

You also have the right to lodge a complaint with your local data protection authority if you believe our processing of your personal information violates applicable law.

10. Security

We use reasonable administrative, technical and physical safeguards designed to protect your personal information against unauthorized access, loss, misuse or alteration. However, no method of transmission over the internet or method of electronic storage is completely secure, and we cannot guarantee absolute security.

11. Children's Privacy

The Service is not intended for use by children under the age of 18, and we do not knowingly collect personal information from children under 18. If we become aware that we have collected such information, we will take steps to delete it. If you believe a child has provided us with personal information, please contact us at support@protickets.ca.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When we do, we will revise the "Last updated" date at the top of this document. If we make material changes, we may also provide additional notice (such as by email or in-app notice). Your continued use of the Service after any changes become effective constitutes your acceptance of the revised Policy.

13. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

ProTickets

Email: support@protickets.ca

Address:

1375 Maple Tree Place #1113

Williston, VT 05495

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