

InsyT Privacy Policy

Effective: 01 Jan 2026 – Further notice



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1. Introduction

InsyT respects your privacy and is committed to protecting the personal information you provide when using our platform.

This Privacy Policy explains what information InsyT collects, how it is used, how it may be shared, and the choices and responsibilities associated with your information when using the InsyT platform.

By accessing or using InsyT, you acknowledge that you have read and understood this Privacy Policy.



2. Information We Collect

InsyT collects and processes information that is necessary to operate and improve the platform.

This may include:

- Account and registration details
- Information provided when creating or managing an event
- Ticket purchase information
- Event participation and attendance information
- Information relating to interactions with events and the platform
- Information required to support ticketing and QR-code-based check-in

InsyT only collects information that is reasonably necessary for the operation, security, and functionality of the platform.



3. How We Use Your Information

Information collected by InsyT may be used to:

- Create and manage user accounts
- Facilitate event creation and publication
- Process and manage ticket purchases
- Issue and validate tickets
- Facilitate QR-code-based event check-in
- Support event attendance tracking
- Communicate with users regarding events and platform services
- Improve the user experience
- Maintain platform security
- Prevent fraudulent or abusive activity
- Provide customer and platform support
- Operate and maintain the InsyT platform



4. Event Organiser Access to Information

Certain information may be shared with event organisers where it is necessary for event management.

This may include information required for:

- Attendance tracking
- Event communication
- Ticket verification
- Managing event participation

Information shared with event organisers is intended strictly for legitimate event-management purposes.



5. Payment Information

Ticket payments are processed through integrated payment systems.

InsyT does not store full payment card details.

Payment information may therefore be processed by the relevant payment service provider in accordance with that provider's own privacy and security practices.



6. Data Protection & Security

InsyT takes reasonable measures to protect information against unauthorised access, misuse, loss, or other forms of compromise. Users are also responsible for maintaining the security of their accounts and protecting their login credentials.

No digital system can be guaranteed to be completely risk-free. Users acknowledge that information transmitted or stored through digital systems may carry inherent security risks.



7. Fraud, Abuse & Platform Security

Information may be processed where necessary to investigate or prevent:

- Fraudulent events
- Fraudulent ticket activity
- Ticket duplication or tampering
- Unauthorised access attempts
- Misuse of user accounts
- Misleading or harmful content
- Abuse or harassment
- Other activity that threatens the integrity or security of InsyT

Where appropriate, InsyT may take action including account suspension, account termination, or legal reporting.



8. Sharing of Information

InsyT does not sell users' personal information to third parties.

Information may be shared where reasonably necessary to operate the platform, including with:

- Event organisers, for legitimate event-management purposes
- Integrated payment service providers, where required to process transactions
- Service providers supporting the operation and security of the platform
- Authorities or other parties where required by applicable law

Any sharing of information is intended to be limited to what is reasonably necessary for the relevant purpose.



9. Data Retention

InsyT retains information for as long as reasonably necessary to operate the platform, fulfil legitimate business and legal requirements, maintain transaction records, resolve disputes, and protect the security and integrity of the platform.

Specific retention periods may vary depending on the type and purpose of the information.



10. Your Responsibilities

Users are responsible for ensuring that the information they provide to InsyT is accurate and up to date.

Users are also responsible for maintaining the security of their accounts and should notify InsyT through its official support channels if they believe their account or information has been compromised.



11. Account Deactivation

Users may choose to deactivate their accounts.

Deactivation does not necessarily remove information that InsyT is required or permitted to retain for legitimate operational, legal, security, transaction, or dispute-resolution purposes.

Any outstanding transactions or obligations may continue to apply following account deactivation.



12. Your Privacy Rights

Subject to applicable law, users may have rights regarding their personal information, including rights relating to access, correction, or other lawful requests concerning their information.

Requests relating to personal information may be submitted through InsyT's official support channels.

InsyT will consider and respond to such requests in accordance with applicable data-protection requirements.



13. Third-Party Services

InsyT may integrate with third-party services necessary to provide platform functionality, including payment processing and other supporting services.

Third-party services may operate under their own privacy policies and terms. Users should review the applicable policies of those services where appropriate.



14. Children's Privacy

InsyT is intended for users who meet the applicable age requirements for using the platform.

Users must be at least 18 years old to create events or use financial features, as stated in the InsyT User Agreement.

InsyT does not knowingly permit users who do not meet the applicable requirements to use restricted platform features.



15. Changes to This Privacy Policy

InsyT may update or modify this Privacy Policy from time to time to reflect changes to the platform, legal requirements, security practices, or service offerings.

Updated versions will be made available through the InsyT platform or website.

Continued use of InsyT following changes to this Privacy Policy may constitute acceptance of the revised policy where permitted by applicable law.

Users are encouraged to periodically review this Privacy Policy to remain informed about how their information is handled.



16. Governing Law

This Privacy Policy is governed by and interpreted in accordance with the laws of South Africa.

Any disputes relating to this Privacy Policy or the handling of information through InsyT will be subject to the jurisdiction of the appropriate courts within South Africa.



17. Contact Information

For questions, concerns, privacy requests, or support relating to this Privacy Policy, users may contact InsyT through its official support channels provided within the InsyT application or website.



or

Thank you!