



The most affordable, reliable and convenient experience management platform

Email: top@exp.ke

PRIVACY POLICIES

Welcome to Payd Experiences. This is an experience, events and ticketing platform fully owned and controlled by GetPayd Technologies.

Your privacy is important to us. This Privacy Policy explains how we collect, use, and protect your personal information when you use our services.

1. Information We Collect

We collect information to provide better services to all our users. This includes:

- **Personal Information:** Your name, email address, phone number, and payment details.
- **Account Information:** Username, password, and other registration details.
- **Transaction Information:** Ticket purchases, payment history, and event preferences.
- **Usage Data:** IP address, browser type, operating system, and pages visited.

2. How We Use Your Information

Your information is used to:

- **Provide Services:** Process transactions, deliver tickets, and provide customer support.
- **Improve Services:** Analyze usage to enhance our platform's functionality.
- **Communicate:** Send updates, promotional offers, and event information.
- **Legal Compliance:** Ensure adherence to applicable laws and regulations.

3. Sharing Your Information



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We may share your information with:

- **Service Providers:** Third-party vendors who help us with payment processing, data analysis, SMS providers, event campaigns and marketing.
- **Event Organizers:** For event-specific communication and entry management.
- **Legal Authorities:** If required by law or to protect our rights and users' safety.

4. Data Security

We implement industry-standard security measures to protect your data, including encryption, secure servers, and regular security assessments.

5. Account, Password, and Security

During the registration procedure, you will create a password and account. You must keep your password and account secure.

You will be entirely responsible for all use of your account unless you can prove to our reasonable satisfaction that the usage was unauthorised and was not a result of a breach of these Terms.

You agree to:

- Immediately alert Payd experiences via the support email provided, of any unauthorised use of your password or account, or any other violation of security.
- Make sure you exit your account at the end of each session.

6. Your Rights

Under the Data Protection Act, 2019 of Kenya, you have the right to:

- **Access:** Request a copy of your personal data.

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- **Rectification:** Correct any inaccurate or incomplete data.
- **Erasure:** Request deletion of your data under certain conditions.
- **Objection:** Object to the processing of your data for direct marketing.

7. Cookies and Tracking Technologies

We use cookies and similar technologies to:

- **Enhance User Experience:** Remember your preferences and login details.
- **Analyse Usage:** Monitor and analyse usage patterns to improve our services.

You can manage cookie settings through your browser settings.

8. Children's Privacy

We do not knowingly collect personal information from children under 18. If we become aware of such data, we will take steps to delete it.

9. International Data Transfers

We may transfer your data to servers located outside of Kenya. We ensure these transfers comply with relevant data protection laws and safeguard your information appropriately.

10. Changes to This Policy

We may update this Privacy Policy periodically. We will notify you of any changes by posting the new Privacy Policy on our website. Your continued use of our services after such changes signifies your acceptance of the new terms.

11. Contact Us



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If you have any questions or concerns about our Privacy Policy or practices, please email us at: support@paydhq.com

By using paydexp.com, you agree to the terms of this Privacy Policy.

Thank you for trusting us with your personal information.

Acknowledgement

I do hereby acknowledge that I have read, understood and agreed to and consent to the Payd Experiences Privacy Policy outlined herein above.



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Terms and Conditions

These Terms and Conditions ("Terms") govern your use of our ticketing platform. These are legally binding terms and should be read carefully.

1. Acceptance of Terms

By using or accessing Payd Experiences, you agree to these Terms and any policies referenced herein.

2. User Registration

To use certain features of Payd Experiences, you must register an account. You agree to provide accurate, current, and complete information during registration and keep your account information up-to-date.

3. Use of Services

You agree to use Payd Experience only for lawful purposes and in compliance with all applicable laws and regulations. You must not:

- Use the platform to purchase tickets for resale without our authorization.
- Engage in any fraudulent, harmful, or illegal activity.
- Interfere with or disrupt the platform's functionality.

4. Ticket price, payment and delivery



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Price

Payd Experiences sells tickets on behalf of the Event Organizer, who sets the price and number of available spots. We may also sell tickets for events organised by us. The price and availability information is supplied with no obligation and subject to reserve.

Payment

We accept various payment methods including cards and mobile money. The specific options will be offered during the checkout process. Accepted payment options may differ depending on your location. We have the right to cancel any order or purchase at any time. You agree that the payment information you provide to us is valid.

We commit to processing your order as quickly as possible, however, there may be a delay in processing your ticket while payment information is validated.

All electronic transfer purchases by use of the mentioned payment methods are processed through our secure online payment system.

Delivery

Tickets bought on our platform are sent to the e-mail address specified by you when placing the order. We shall continue to deem the email address specified by you to be correct until you furnish us with a new email address.

5. Rescheduling and Cancellation of Events

It is the ticket purchaser's obligation to determine whether an event has been cancelled or rescheduled, as well as the date and hour of any rescheduled events.



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If an event is cancelled or rescheduled, we will make every reasonable effort to notify you using the information you provided when ordering. The platform users must therefore ensure the provided contact information is up to date to get timely notifications.

However, we cannot guarantee that you will be notified of such a cancellation prior to the event.

The event organisers maintain the right to amend the programme owing to unforeseen circumstances. Any modifications will be communicated to all ticket holders, if possible.

Force Majeure

Payd Experiences shall not be deemed to be at fault or otherwise liable under these terms and conditions due to its inability to perform its obligations due to any act of God, fire, earthquake, blizzard, flood, epidemic, pandemic, danger to public health or safety, accident, explosion, casualty, strike, lockout, labour controversy, riot, civil disturbance, act of public enemy, embargo, war, law, ordinance, regulation, failure or delay of any transportation, power, or communication.

6. User Content

You may post reviews, comments, and other content on Payd Experiences. By posting content, you grant us a non-exclusive, royalty-free, perpetual, and worldwide license to use, reproduce, modify, and display such content.

7. Intellectual Property

All content, trademarks, logos, and other intellectual property on Payd Experiences are the property of Payd Experience or its licensors. You may not use any of these without our prior written permission.

8. Privacy



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Your use of paydexp.com is also governed by our Privacy Policy. Please review our Privacy Policy to understand our practices.

9. Disclaimers and Limitation of Liability

We are not liable for any direct, indirect, incidental, or consequential damages arising out of your use of Payd Experiences..

10. Indemnification

You agree to indemnify and hold harmless Payd Experiences, its affiliates, and their respective directors, officers, employees, and agents from any claims, damages, losses, or expenses arising out of your use of the platform or violation of these Terms and conditions.

11. Governing Law

These Terms are governed by the laws of Kenya. Any disputes arising out of or relating to these Terms shall be resolved in accordance with the Laws of Kenya.

12. Dispute Resolution

In the event of a dispute or a disagreement arising from the use of our platform, the parties agree to resolve it through good faith. If the dispute remains unresolved after 21 days, the parties may subject it to Mediation.

If after a subsequent period of 21 days the dispute is still unresolved, the Parties agree to subject it to Arbitration. This shall be resolved in accordance with the Arbitration Act of Kenya and the award given shall be final and may only be referred to a court for enforcement purposes.

Each party shall bear its own cost during these processes.



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13. Contact Us

If you have any questions about these Terms, please email us at: **support@paydHQ.com**

Acknowledgement

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