

General Statement

DTR Software, Inc. ("we," "us," "DTR Software," or "our") greatly respects your privacy and the importance of discretion when handling your information. This data collection and privacy statement ("Statement") explains DTR Software's policies and practices.

In particular, this Statement explains:

- What personally identifiable and non-personally identifiable information of yours or a third-party is collected through your use of the LOGITIX LIST SM software applications and services (hereinafter the "Services");
- The DTR Software organization and our Services;
- How we use the information;
- How we collect the information;
- How we share the information;
- The choices available to you regarding your information;
- How you can access and control your information; and
- The security measures we use to reduce the risk of loss, misuse, unauthorized access, disclosure, and alteration of your information.

By explaining our policies and practices in this Statement we intend to provide you with a level of comfort and confidence in how we collect, use, and safeguard personal and other information we collect or that you provide through the LOGITIX LIST SM software applications and services. This Statement also explains how you can contact us if you have any questions or concerns. It is our sincere hope that by disclosing our data collection and privacy practices, we will develop a trusting and long-lasting relationship with you. By using the LOGITIX LIST SM software applications and services, you agree to the terms of this data collection and privacy statement.

Scope and Acceptance

This data collection and privacy statement applies to any persons or entities that use the Services.

This Statement may be updated by DTR Software from time to time. DTR Software will provide notice of any materially significant changes to this Statement by posting notice

on the Services or by emailing you. By accepting this data collection and privacy statement, you consent to our collection, storage, use and disclosure of your personally identifiable and non-personally identifiable information as described in this Statement.

Information About Our Organization and the Services

The business purpose of these Services is to provide a technology platform that automates and runs core components of a professional event ticket brokerage, allowing ticket brokers to focus on other aspects of their business. The purpose of the Services is to automate and assist you with your event ticket brokerage business, so that you can focus on other aspects of your business. Such assistance includes, but is not limited to, handling certain automatable tasks of ticket brokering, selling and distributing tickets to marketplaces, listing tickets for download, automatically downloading tickets for season ticket holders, creating purchase orders, and managing post-sale activities.

In order for you to utilize our Services we collect certain information from you for the purpose of handling various ticket brokering tasks and in order to improve the Services that we provide. You may opt out of providing such information; however, we may not be able to provide all of our Services to you.

Information We Collect From You

"Personally identifiable information" or "personal information" is information that can be associated with a particular person and could be used to identify that particular person, whether from the information alone or from a combination of other information that DTR Software has or is likely to have access to. DTR Software does not consider personal information to be information that is anonymous or aggregated so that it could no longer be used to identify a particular person.

We collect personal information from you that you provide to us directly and voluntarily, such as when you register for or during your use of our Services. Such personal information that you provide to us voluntarily may include, but is not limited to, name, physical address, email, telephone number, financial information, shipping and billing information, ticket information, and your marketplace account information.

When a transaction is submitted through our Services, all details of the transaction are required to be available to us so that our Services may function properly to process the transaction. Such details include, but are not limited to, sales information, ticket information, marketplace user names and passwords, and shipping information.

For each such transaction you submit to us for processing, our Services may store in our databases your user authentication token, the marketplace, an order identification, sales information (e.g., event, venue, event date and time, quantity of tickets, section, row, seat numbers, sales price, etc.), and a date and time the transaction was submitted to us. This transaction information is used for billing purposes and may be used for improving our Services. For example, some of the transaction information may be used, in accordance with Section 5 of this Statement, to determine the amount of traffic through our Services and to perform other analytics. Such aggregate analytics data will not include any personally identifiable information.

If an order generates an error, we may also store information about the order for the purpose of diagnosing the potential problem and implementing a solution. Such information will only be used for these purposes, unless otherwise indicated in this Statement. Any unnecessary data will be destroyed upon solution of the error and will not be made available to any third-parties, unless required to implement the solution.

We may use your information to create listings on one or more marketplaces using our Services. The following information may be stored on our databases for the purpose of determining usage of our Services, for compliance with marketplace service agreements, for providing customer support, or for any of the Purposes identified in this section and in Section 5 of this Statement: event information, ticket quantity, section, row, and seat numbers, barcodes, identifying copies of electronic tickets, pricing, price changes, and dates and times of any changes to listings. Personally identifying information associated with the creation of a listing will only be available on an as needed basis to DTR Software or the marketplace in which the listing was created. Any other data, such as aggregate totals of listings or non-personally-identifiable pricing data, may be used by DTR Software and disclosed to others, but will not identify you or your tickets.

During your use of our Service, we may automatically collect information about your use of our Services, such as, device identifiers, MAC address, location information, computer and connection information, IP address, browsing history, and web log information.

Our Services may use session and persistent "cookies" to collect personally identifiable information in order to verify login credentials and track login utilization.

When you ask for customer support assistance or customer support assistance is reasonably necessary for your continued use of our Services, we may collect and store contact information that you provide, information about the customer support issue, and your user account information. We may also store any correspondence associated with the customer support assistance.

We may also supplement the information we collect from you with information from third-party sources, such as marketplaces, in order to perform or improve the Services.

If you provide personal information about someone else, such as your customer information from a transaction, we would only store the information on an as needed basis, such as to create a shipping label or if we were otherwise required to collect the information through a partnership. We would inform you if we chose to collect such personal information for any other reason. You agree that such personal information that you provide about someone else is provided with their consent and that you alone are responsible for informing them as to how their personal information may be collected, used, and disclosed.

Our primary goal in collecting personal information from you when you use the Services is to provide you the functionality and services that you need to fully and efficiently utilize our Services and to continuously improve the quality of your experience while using our Services.

We collect other information, non-personally identifiable information, from users of our Services. This means that we do not track these items on an individual basis that

identifies the users of our Services, but rather gather and collect this information on an aggregate [or anonymous] basis that includes all such users. Non-personal information includes tracking web pages associated with our Services that are visited or the amount of time spent using our Services.

We may collect additional non-personal information from the electronic device that you use to access our Services, which may include the type/model of the electronic device and the electronic device's service provider and operating system.

Our primary goal in collecting aggregate information from you is to be able to perform metrics that allow us to improve the functionality of our Services. We collect aggregate information in order to track page visits and peak usage times for our Services, and to perform click-through analysis and web page layout re-design.

We may use session and persistent "cookies," session logs, spotlight ads/web beacons/GIF/pixel tags, and third-party click tracking analytics tools (such as DART, Omniture tags, DoubleClick, Efficient Frontier, and Google Analytics) to collect aggregate or other non-personally identifiable information about users of our Services. An explanation for each of these items and how they work is included in Section 6 - How We Collect Information.

How We Use the Information We Collect

We collect, store, and use your information to provide you with our Services and to improve our Services. We may use the information collected in connection with the Services:

- a. To create your account and allow your use of our Services;
- b. To contact you to provide you with information on your listings, marketplace accounts, sales, and payments, collect fees, resolve disputes with you or third-parties, trouble-shoot any problems with your account, and for any other purposes related to our Services and consistent with this Statement and any applicable laws;
- c. To provide technical and other customer support or respond to user inquiries;
- d. To prevent fraud, security breaches, or other illegal activities or enforce the Terms and Conditions and other applicable policies;

- e. To notify you of service updates or updates to our policies and terms;
- f. To contact a marketplace in order to process a transaction or to enable new features/tools on the marketplace, or for a support-related issue related to the marketplace;
- g. To process a transaction for you;
- h. For accounting and litigation purposes;
- i. To retain for our records and provide you with your purchase, sales, and listing history and payment transaction history for billing purposes and to improve our Services;
- j. To measure our Services and monitor traffic through our Services;
- k. To troubleshoot our Services and diagnose any technical issues and implementing solutions thereto;
- l. To customize the user experience;
- m. To inform you about promotional activities or supplemental products and services;
- n. To solicit input or feedback about our products and services;
- o. To verify your personal information for accuracy, as may be necessary;
- p. To generate analytics that improve our Services, content, and product offerings and services;
- q. To compile aggregate user data that is stored in our databases, which may be used for marketing and other purposes related to our Services;
- r. To track your usage of our Services;
- s. To comply with legal requirements and our policies and/or use procedures reflected in the Terms and Conditions [\[MJ1\]](#) ;
- t. To provide and promote our products and services that are related to our Services;
- u. To process fee payment for use of our Services or notify you of the status of your account; and
- v. To verify your identity (together, the "Purposes").

Aggregate analytics data may be used to improve our Services, and may also be disclosed to affiliates, partners, subsidiaries, subscribers, or other third-parties for their benefit. Such aggregate analytics data will not include any personally identifiable information and may include, but is not limited to: sales data from transactions processed through our Services, purchase data associated with tickets purchased by users through our Services, and listings data including tickets listed and the prices at which they are listed.

Marketplace account information that you provide to us voluntarily may be submitted to a marketplace or their employees for the purpose of enabling access to certain features and tools provided by said marketplace, or for receiving technical or other customer service support associated with said marketplace for your benefit. In either of these instances, DTR Software may contact said marketplace using your information. DTR Software will not contact a marketplace using your information for any other reason. Any information that is used for these purposes, but not cataloged per this Statement or our Terms and Conditions will be deleted upon completion of use. If you choose to not permit DTR Software to contact one or more marketplaces using your information, you may contact us by email at support@autoprocessor.com or in writing at: DTR Software, Inc., 1729 S. Douglas Rd., Ste. B, Anaheim, CA 92806, so that we may comply with your request. If you withdraw consent for DTR Software to contact marketplaces on your behalf for the purposes set out in this Statement, you may not have access to certain features of our Services and we may not be able to provide you with all of the Services and customer support offered to our users.

DTR Software may, at its discretion, use your ticket inventory and the ticket inventory of other users of our Services by aggregating them together and publishing them for sale at an aggregate or bundle price to affiliates, partners, subsidiaries, subscribers, or other third parties. You have a choice as to whether your ticket inventory may be used in this manner. You may opt out of some or all of your ticket inventory being used in this manner by informing us by email at support@autoprocessor.com or in writing at: DTR Software, Inc., 1729 S. Douglas Rd., Ste. B, Anaheim, CA 92806, so that we may comply with your request.

We retain your personal information as long as it is necessary and useful for our Services. Upon request, your personal information from closed accounts will be deleted or made anonymous within a reasonable time. After it is no longer necessary for us to store your personal information, we will destroy your personal information in a secure manner.

How We Collect Information

We collect information you voluntarily provide to us in connection with your registration and use of our Services.

We may also obtain information about you from outside sources. For example, our affiliates may share with us certain information you have previously provided to them. We also may obtain commercially-available demographic information from third parties. If you engage with us, our affiliates or our partners via social media, the social media platforms also may share certain information with DTR Software. You may be able to adjust your social media privacy settings to limit the sharing of your social media data.

We may also obtain information that is provided to us from third parties, such as a marketplace, through transactions that our Services process for you.

Other than the information collected through outside sources, including marketplaces, and information that you voluntarily provide to us through your registration and use of our Services, information may also be collected in connection with certain software and Internet-based tools, which are explained in more detail herein below.

A "cookie" is a small text file that helps us in many ways to make your use of our Services more enjoyable and meaningful to you. For example, cookies avoid you having to log in every time you come back to use our Services. They also allow us to tailor our Services or advertisement to better match your interests and preferences. There are a couple different types of cookies.

A "session" cookie is stored only in your computer's working memory (RAM) and only lasts for your browsing session. When you close all your browser's windows, or when you shut down your computer, the session cookie disappears forever.

A "persistent" cookie is stored on your computer's hard drive until a specified date, which could be tomorrow, next week, or 10 years from now. Persistent cookies stay on your computer until either a) they expire, b) they are overwritten with newer cookies, or c) you manually remove them. Most browsers can be configured not to accept cookies;

however, this may prevent you from having access to some of our Services' functions or features.

Our Services may use third-party click tracking analytics tools (such as DART, Omniture tags, DoubleClick, Efficient Frontier, and Google Analytics) to capture click-through statistics.

Our Services may use spotlight ads/web beacons/GIF/pixel tags which are instrumentation tools that help us to determine, for instance, whether a page has been viewed or not and, if so, how many times. Emails or electronic newsletters we send may use tools (e.g., pixel tags or web beacons) to gather email metrics and information to improve the reader's experience such as how many of the emails are opened, if they were printed or forwarded, the type of device (e.g., mobile or PC) from which they were opened, and the city, state, and county associated with the applicable IP address. In general, any electronic image viewed as part of a webpage, including an ad banner, can act as a web beacon.

When you use our Services the server housing the pages may automatically generate a "session log." We use session logs to help us determine how people travel through our Services. In this way, we can structure our pages so that the information most frequently visited is easier to find. By tracking page visits, we can also determine if the information we're providing is being used. The data gathered may include the Internet Protocol (IP) address from which you came, the website or software application that referred you, the pages you visited and the date and time of those visits.

Disclosure

We will disclose your information (in some cases personal information) with third parties, that is parties other than DTR Software, in the following circumstances:

- a. We may disclose your information to a marketplace in order to process a transaction, create and manage a listing, or perform other features of our Services.
- b. We may disclose your information to third-party service providers to perform services associated with our business, including ticket delivery and fulfillment

services, payment processing, bill collection, website operations, data analysis, e-mail delivery, hosting services, customer service and to assist us in our marketing efforts. We direct all such third party service providers to maintain the confidentiality of the information disclosed to them and to not use your information for any purpose other than to provide services for us.

c. We do not disclose your personal information to third parties for their own purposes without your explicit consent.

d. We may disclose aggregate information (information about you and other users and your/their use of our Services collectively, but not personally identifiable) to our affiliates, partners, subsidiaries, subscribers, and other third parties for their benefit.

e. In the event that DTR Software undergoes a business transaction, such as a merger, acquisition by another company, or sale of all or a portion of its assets, we may transfer all of your information, including personal information, to the successor organization in such transaction. If material changes to our privacy practices occur as a result of the business transaction, we will notify you and other users of the business transition prior to transferring your personal information.

f. We may, at our discretion, disclose your information to our affiliates, partners, subsidiaries, or commonly owned or controlled companies. We may share such information as a normal part of conducting business and offering products and services to our customers.

Vendors, contractors or partners of our Services who have access to your personal information in connection with providing services for our Services are required to keep the information confidential and are not permitted to use this information for any other purpose than to carry out the services they are performing for our Services.

Our Services will disclose your personal information, without notice, if (1) in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on DTR Software, its affiliates or our Services; (b) protect and defend the rights or property of DTR Software, its affiliates or our Services; or (c) act under exigent circumstances to protect the personal safety of DTR Software or affiliate personnel, users of their Services, or the public; or (2) if required to do so by law.

We do not share, sell, or rent personally identifiable information with independent companies for their own use without providing you a choice.

Choices

You have a choice about how we use some or all of your personal information to communicate with you, send you marketing information, provide you with a customized experience, and contact others for your benefit. You may withdraw your consent to use your personal information for such purposes by notifying us by email at support@autoprocessor.com or in writing at:

DTR Software, Inc.
2618 East Katella Avenue
Anaheim, CA 92806

If you withdraw such consent, we may not be able to provide all of our Services to you.

If you no longer want DTR Software to make active use of your information, you may inform us by contacting us at the email and/or physical address provided above. We will respond to your request within a reasonable time period. Please note that certain records, for example those pertaining to payments or customer service matters, may be retained for legal or accounting purposes.

Access To and Control over the Use of Your Information

To correct or update your personal information contact us by email at support@autoprocessor.com or in writing at:

DTR Software, Inc.
2618 East Katella Avenue
Anaheim, CA 92806

We will use reasonable efforts to correct any factual inaccuracies in your information.

The scope of access available for this request is for information stored in the database that holds the data for our Services. Any personal information that has been collected

from you on other databases will not be accessible or changeable through the processing of this request.

Information that is collected by or sent to us may be stored and processed in the United States or any other country in which we or our affiliates, subsidiaries, or service providers maintain facilities. In this regard, or for purposes of sharing or disclosing data in accordance with this data collection and privacy statement, we reserve the right to transfer information outside of your country. By using our Services you consent to any such transfer of information outside of your country.

Users in certain jurisdictions have a right to access personal information held about themselves. Your right to access can be exercised in accordance with any applicable law. Please submit any request for such access to your personal information in writing to the email address or physical address provided above, so that we may process your request.

We will honor any statutory right you might have to access, modify or erase your personal information. You can contact us at the email address or physical address provided above to request access. Where you have a legal right to request access or request the modification or erasure of information, we can still withhold that access or decline to correct information in some cases in accordance with applicable law, but will give you reasons if we do so.

Security of Your Information

Safeguarding information of users of our Services is important to us. We use systems, policies and procedures to maintain accuracy of information and to protect information from loss, misuse or alteration.

When you provide personal information, such as email address or telephone numbers, to us through our Services, we use "Secure Socket Layers" or SSL to protect your data. SSL is encryption technology that helps safeguard your personal information against misuse by unauthorized individuals.

All usernames and passwords that we store in our databases are encrypted.

Vendors, contractors or partners of our Services who have access to your personal information in connection with providing services related to the use and operation of our Services are required to keep the information confidential.

Vendors are not permitted to use this information for any other purpose than to carry out the services they are performing for our Services.

Although we have taken measures to safeguard your personal information, we cannot guarantee or ensure the absolute privacy of your personally identifiable information. For example, we may be required by law to disclose information to government or law enforcement agencies. We may also be required to disclose personal information to legal authorities in the event of a complaint or legal action arising from your use of our Services. In addition, third parties may gain unlawful access to your information. Accordingly, although it is our practice to safeguard your personal information, we cannot guarantee that your personal information will remain private.

Privacy Policies of Third Party Links

Our Services may contain advertisements from companies other than DTR Software or links to other websites, applications, or services. We encourage you to review the data collection and privacy statements of all services, applications or websites that you visit, including those whose links are provided so that you can understand how your information may be collected, used and shared by them. We are not responsible for the data collection and privacy statements, content or data handling practices on other applications or websites.

How Long is Your Information or Data Kept by DTR Software

We will retain your information for as long as is necessary to: (1) fulfill any of the Purposes (as defined in Section 5 of this Data Collection and Privacy Statement) or (2) comply with applicable legislation, regulatory requests and relevant orders from competent courts.

Contacting Us:

If you have any questions, comments or concerns about this online data collection and privacy statement for our Services, our data collection and privacy practices, or have any questions regarding the content of our Services, please contact us by email at support@autoprocessor.com or in writing at:

DTR Software, Inc.
2618 East Katella Avenue
Anaheim, CA 92806

Data collection and privacy statement Effective Date and Revision Days

Occasionally we may update the data collection and privacy statement for our Services in order to reflect any changes to our Services or our privacy practices. When we post changes to the data collection and privacy statement, whether at registration for our Services, within the interface for our Services, or by email or other communication method, we will update the "last updated" date at the bottom of the data collection and privacy statement. If there are material changes to this data collection and privacy statement or in how we will use your personal information, we will notify you either by prominently posting a notice of such changes prior to implementing the change or by directly sending you a notification. You agree that your continued use of our Services or associated websites or products after notice shall constitute your acceptance of the data collection and privacy statement. We encourage you to periodically review the data collection and privacy statement to be informed of how DTR Software is collecting, using, and protecting your information.

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