## Terms and conditions

The electronic ticket or voucher is not exchangeable or refundable and can not be canceled. It is strictly personal and any reproduction is prohibited. During control at the entrance, an official identity card or passport may be requested. The ticket or voucher is only valid for the specified session, date and time. It is recommended to take your place at least 15 minutes before the start of the event. The theater will reallocate the unoccupied seats just before the start of the event. For the comfort of the audience, late comers may not enter the concert hall. In case of cancellation of the event, you will be refunded the amount of the tickets minus an administration fee of 1€ per ticket, by bank transfer on the account used for your payment.

**Protection of privacy**

We comply with the regulations on the protection of personal data, namely mainly the Belgian law of December 8, 1992 and the General Regulation on Data Protection 2016/679 (entered into force May 25, 2018) said "GDPR Regulation". As part of the online purchase of tickets, some personal data about you are collected directly from you by the organizer concerned (responsible for data processing), you will find the coordinates at the bottom of this page. The personal data thus collected are as follows: your surname, first name, date of birth, postal address, e-mail address, gender, GSM number, possible membership of a company, contact details, payment and billing data. , and booking history. The processing of this data is necessary for the execution of the contract, namely the purchase of tickets. The organizer also considers that it can send you information about other shows and events (newsletter), as far as it meets their legitimate interests within the meaning of the aforementioned Regulations. In particular with a view to setting up loyalty programs, your data will be kept for an indefinite period, except for the exercise of the right to be forgotten (see below). In order to protect your personal data, we have implemented measures in line with developments in the latest security protocols. In the context of the protection of privacy, you have the following rights: right of access to your personal data | right of rectification (if you find that your data is inaccurate or incomplete) and erasure ("right to be forgotten") |right to request the limitation or termination of the processing of your data |right to the portability of your data (ie the right to request a copy of your personal data) |Right to oppose direct marketing (sending information for other events (newsletter, ...)).

To exercise these rights, simply send an e-mail to ekho-violins@gmail.com. In case of a problem, you can also file a complaint with the Commission for the Protection of Privacy. Finally, we will keep you informed if there is a material change in our privacy policy as described above.