



# PRIVACY POLICY

## INTRODUCTION

TT Supply (“we”, “our”, “us”) respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, and safeguard your data when you use our website, WhatsApp services, or any communication channels operated by TT Supply. By using our services, you consent to the collection and use of your information as described in this policy.

## WHO WE ARE

TT Supply acts as a ticket sourcing agent on behalf of Empire UAE. TT Supply does not own or sell tickets directly - we operate solely as an intermediary sourcing service. Our commission fee is 3% of the ticket value unless otherwise stated in writing. We are based in the United Kingdom, with operational support from our team in Dubai, UAE.

## INFORMATION WE COLLECT

We may collect the following information when you contact or transact with us:

- Name, phone number, and email address
- Event details and purchase preferences
- Payment or invoicing information (when applicable)
- Communication records (e.g. WhatsApp messages or emails)
- Any other details you voluntarily provide for the purpose of fulfilling your order

## HOW WE USE YOUR INFORMATION

We use your information to:

- Respond to enquiries and process sourcing requests
- Communicate about ticket availability and updates
- Send invoices, confirmations, or fulfilment details
- Manage accounting, record-keeping, and compliance obligations

Your data is stored securely and is never shared or sold to any unrelated third parties.

## DATA RETENTION

We retain personal information only as long as necessary to complete your transaction and comply with legal, financial, or tax requirements.

Once no longer needed, your data is deleted from our systems securely.

## SHARING INFORMATION

We may share limited personal data with trusted partners within our sourcing network - only when required to complete your ticket request or verify authenticity.





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## DATA SECURITY

We use secure systems, encrypted storage, and restricted access to protect your personal information. However, please note that no online data transmission can be guaranteed 100% secure.

## YOUR RIGHTS

Under GDPR, you have the right to:

- Request access to your personal data
- Request correction or deletion of data
- Withdraw consent at any time
- File a complaint with the Information Commissioner's Office (ICO)

To exercise these rights, contact **[sales@ttsupply.co.uk](mailto:sales@ttsupply.co.uk)**

## UPDATES

We may update this Privacy Policy from time to time.

All revisions will be posted on this page with an updated "Last Revised" date.

This version is up to date as of 27<sup>th</sup> October, 2025.

