COMPUTICKET WEBSITE AND APP TERMS OF USE

1. Who we are

- **Company Name:** Computicket (Pty) Ltd
- **Registration Number:** 1971/003946/07
- **Address for Legal Notices:** Computicket House, Greenacres Office Park, Cnr Victory and Rustenburg Roads, Victory Park, Johannesburg.
- **Website:** https://computicket.com
- **Mobile application ("app"):** Computicket
- **Customer Care:** 0861 915 800
- **Email:** info@computicket.com
- **Data Privacy Statement** and **PAIA Manual:** available on www.shopriteholdings.co.za

2. Your agreement

By using our websites or apps, you agree to these terms. If you do not agree, please stop using our services immediately. We may update these terms from time to time, and the latest version will apply.

3. Who may use our services

You must be **18 years or older** to use our services. If you are younger than 18 years, you need consent from a parent or legal guardian.

4. Privacy and your information

We respect your privacy and process your personal information according to the Protection of Personal Information Act 4 of 2013.

- We collect and use your information to provide services and improve your experience.
- You have the right to access, correct, or delete your personal information.
- For full details, see our Data Privacy Statement.

5. Using our websites and apps

- Our services are free, but you are responsible for your own internet and data costs.
- Do not use our website for illegal, harmful, or offensive purposes.
- Do not share or publish false, defamatory, or copyright-infringing material.

6. Intellectual property

All content on our websites and apps (text, images, logos, software) belongs to us or is licensed to us.

- You may view and print content for personal use only.
- You may not copy, sell, or use our content for commercial purposes without our written permission.

7. Links and sharing

- You may link to our homepage only.
- Do not frame our websites or apps, or use our logos without permission.
- Quoting small portions of content is allowed, but only if you credit us.

8. Security

We take reasonable steps to protect your information, but we cannot guarantee complete security.

- Do not upload viruses or harmful code.
- Do not try to hack or bypass our security.

9. Limitation of liability

- We provide our websites and apps "as is".
- We are not responsible for any loss or damage caused by your use of the websites and apps, except where the law does not allow us to exclude liability (for example, death, personal injury, or gross negligence).

10. Cookies

(a) What are cookies?

Cookies are small text files placed on your device when you visit or our websites and use our apps. They help us remember your preferences, improve your experience, and analyse how our channels are used.

(b) We use cookies for:

- To make our websites and apps work properly.
- To understand how visitors use our websites and apps so we can improve it.
- To remember your preferences.
- To show you relevant promotions and ads.

(c) Types of cookies we use:

- Session cookies: Temporary cookies that expire when you close your browser.
- Persistent cookies: Stay on your device until deleted or expired.
- First-Party cookies are set by us when you access our websites and apps:
  - Our websites and apps offer newsletter or email subscription services, and cookies may be used to remember if you are already registered and whether to show certain notifications which might only be valid to subscribed/unsubscribed users. When you submit data to through a form such as those found on contact pages or comment forms cookies may be set to remember your user details for future correspondence. In order to provide you with a great experience on this site we provide the functionality to set your preferences for how this site runs when you use it. In order to remember your preferences we need to set cookies so that this information can be called whenever you interact with a page is affected by your preferences.
- Third-Party cookies, set by our trusted service providers (for example: analytics, advertising).
  - Our websites and apps use Google Analytics which is one of the most widespread and trusted analytics solutions on the web for helping us to understand how you use the site and ways that we can improve your experience. These cookies may track things such as how long you spend on the site and the pages that you visit so we can continue to produce engaging content. For more information on Google Analytics cookies, see the official Google Analytics page.
  - From time to time we test new features and make subtle changes to the way that the site is delivered. When we are still testing new features these cookies may be used to ensure that you receive a consistent experience whilst on the site whilst ensuring we understand which optimizations our users appreciate the most. We also use social media buttons and/or plugins on this site that allow you to connect with your social network in various ways. For these to work the following social media sites including; Facebook, X, TikTok, will set cookies through our site which may be used to enhance your profile on their site, or contribute to the data they hold for various purposes outlined in their respective privacy policies.

(d) What information do Cookies collect?

Cookies may collect:

- Device information (browser type, operating system);
- IP address;
- Browsing behavior (pages visited, time spent);
- Personal information (please refer to our Privacy Statement).

(e) Your choices

You can:

- Accept or decline cookies when prompted.
- Manage cookies through your browser settings.
- Opt-out of marketing cookies by adjusting your preferences.
- Note: Disabling cookies may affect site functionality.

(f) Third-party services

We may use third-party analytics and advertising services that place cookies on your device. These providers have their own privacy policies.

(g) How we protect your information

We take reasonable steps to secure data collected through cookies. For details, see our Privacy Statement (details above).

11. Updates to these terms of use

We may update these terms of use from time to time. The latest version will always be available on our websites and apps.

12. Dispute resolution

If there is a dispute, you may choose to go to arbitration in Cape Town under the rules of the Arbitration Foundation of South Africa. Arbitration is voluntary and does not stop you from going to court or contacting the relevant ombud or regulator.

13. Governing law

These terms are governed by South African law.

14. Contact us

If you have questions about these terms, please contact us using the details mentioned above.

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