

## Property Buyer Expo Terms and Conditions of Sale

Property Buyer Expo Pty Ltd (ABN 92 010 129 110) (“PBE”) provides ticketing services, including the sale and distribution of tickets, as agent for the venue, promoter or person responsible for holding the relevant event (the “Seller”). In providing these services, PBE owns and operates PBE.com and PBE.com.au (the “Site”).

Please read these Terms and Conditions carefully before purchasing a ticket. By purchasing a ticket from PBE, you agree to be bound by these Terms and Conditions.

These Terms and Conditions relate both to the sale of tickets and attendance at events. These Terms and Conditions apply to both the original purchaser and any subsequent ticketholders (“you”).

### Variation to Terms and Conditions

PBE may vary these Terms and Conditions at any time by updating them. Any variations will only apply to ticket purchases made after these Terms and Conditions have been updated.

### Additional Seller Terms and Conditions

Each ticket is also sold subject to any additional terms and conditions of the Seller for the particular event (“Seller's Terms”). The Seller's Terms may be disclosed as part of the event information on the site and at PBE agents and outlets at the time of purchase. The Seller's Terms are also available from PBE on request.

### General Terms and Conditions

PBE acts as agent for the Seller in the sale of all tickets. As such, except as specified in these Terms and Conditions, all claims in connection with tickets or events are the sole responsibility of the Seller and, except to the extent required by law (including the Australian Consumer Law) PBE otherwise has no liability to you.

### *Refunds, exchanges and replacements*

1. PBE will only offer a refund or exchange of a ticket if an event is cancelled or significantly relocated by the Seller (and you cannot or do not wish to attend the rescheduled or relocated event), or to the extent otherwise required by law (including the Australian Consumer Law). You must apply for a refund within a reasonable time. PBE does not offer refunds or exchanges as a result of a change in your personal circumstances.
2. If an event is cancelled, rescheduled or significantly relocated by the Seller, all liability is limited to the amount for which the ticket was purchased (including any fees or charges). Proof of purchase may be required for any refund or exchange. Unless required by law (including the Australian Consumer Law), neither PBE nor the Seller will be liable for any other losses incurred by you as a result of the cancellation, rescheduling or relocation of an

event, including any travel and accommodation expenses.

3. PBE will only replace lost, stolen, damaged or destroyed tickets if the authenticity of the ticket can be verified, including proof of purchase, and if you give reasonable notice before the event. PBE may charge a reasonable fee for the replacement of tickets. PBE may not replace tickets where seating is unallocated (general admission tickets).

#### *Variations to performances or events*

4. The Seller reserves the right to add, withdraw, reschedule or substitute artists/Speakers and/or vary advertised programs, prices, venues, seating arrangements (including ticket categories) and audience capacity.

#### *Conditions of entry*

5. Admission to an event is subject to the Seller's Terms. In particular, the following form part of the Seller's terms unless otherwise specified:

(a) You may be denied entry into, or removed from, an event where the Seller has reasonable grounds to do so, including if you breach these Terms and Conditions or the Seller's Terms, or you are intoxicated, under the influence of illicit drugs, inappropriately attired or adversely affecting the enjoyment of the event by others.

(b) If you arrive late, you may not be admitted until a suitable break in the event.

(c) You may not be permitted to take into the event, or use, cameras or other photographic or recording equipment (including mobile phones).

(d) You may be required to submit to a search of your person and/or possessions before entering the event.

#### *Authenticity and validity of tickets*

6. Entry to an event may be refused if the authenticity or validity of a ticket is questionable, including because the ticket has been damaged or defaced in any way, or has not been purchased from PBE or other authorised points of sale.

#### *Resale of tickets & scalping*

7. Tickets may not, without the prior written consent of PBE and the Seller, be resold or offered for resale at a premium (including via on-line auction or other unauthorised resale sites) or used for advertising, promotion or other commercial purposes (including competitions and trade promotions) or to enhance the demand for other goods or services. If a ticket is sold or used in breach of this condition, the ticket may be cancelled without a refund and the ticketholder may be refused admission. PBE and/or the Seller will take all reasonable steps to notify you of PBE's intention to cancel the ticket or render it invalid within a reasonable time before cancelling it or rendering it invalid.

**SCALPING WARNING:** The resale of tickets in certain circumstances is governed by ticket sales legislation and may attract criminal penalties.

#### *Collection and delivery of tickets*

8. You must allow adequate time for collection or delivery of tickets. Methods of collection and/or delivery will be available when choosing your collection/delivery details. In the interests of minimising ticket scalping, PBE may change your delivery method to "venue collect" at its discretion.

9. Where concessions are applicable, suitable and valid identification must be provided for collection of tickets and at the event.

#### *Limitations on number of tickets purchased*

10. When purchasing tickets for a particular event you may be limited to a specified number of tickets. If you exceed the stated ticket limit, you may have any or all of your orders and tickets cancelled without notice by PBE at its discretion. This includes orders associated with the same name, e-mail address, billing address, credit card number or other information. Ticket limits apply to ensure fair access to tickets for fans, and as a measure to minimise ticket scalping.

#### *Errors*

11. While PBE takes all reasonable care to ensure that tickets are correctly priced and only available for sale when intended, sometimes errors may occur. PBE may cancel an order made as a result of any such error, although in the case of a pricing error PBE will endeavour to contact you to give you the option of purchasing the ticket at the correct price.

For information regarding ticketing of live entertainment and sporting events, or to obtain a copy of the Code of Practice for Event Ticketing contact PBE or refer to [www.liveperformance.com.au](http://www.liveperformance.com.au).

#### *PBE Online Terms of Use and Privacy Policy*

The Site [Terms of Use](#) and the [PBE Australia Privacy Policy](#) are incorporated into these Terms and Conditions and apply to all sales through this Site.

#### *General*

The term "including" when used in these Terms and Conditions is not a term of limitation.

The views and or opinions expressed by the speakers, hosts, exhibitors, visitors do not necessarily state or reflect those of the Property Buyer Expo® and it's management

## **PBE Privacy Policy**

### We Respect Your Privacy

At PBE\* the security of personal information that we collect is of utmost importance to us.

You can find information about how we handle and manage your personal information in this Privacy Policy. Our aim is to provide this information to you in an open and transparent manner, so that you can make informed decisions about your dealings with us. However, if you have any questions about this Privacy Policy or how we manage your personal information, please contact our Privacy Officer. This Privacy Policy also provides information about how you can seek access to and correction of the personal information that we hold about you.

We may update or revise this Privacy Policy from time to time. You can find the most current version on our website ([www.propertybuyerexpo.com.au](http://www.propertybuyerexpo.com.au)) or ask our Privacy Officer for a copy.

What kinds of personal information does PBE collect and hold?

The kinds of personal information that we collect will vary depending upon our interaction with you but may include:

- your name, address and other contact details (like your telephone number);
- your email address;
- your date of birth;
- your gender;
- transaction details relating to any purchase(s) that you have made with us or that have been made on your behalf;
- credit card details, if you make a purchase with us or choose to have these stored in your online My PBE account to make the checkout process faster;
- your My PBE username;
- any preferences that you select; and
- any other personal information which may be required in order to facilitate your dealings with us.

How does PBE collect personal information?

Generally, we collect personal information when you:

- make a purchase through our network which includes our website, mobile site, PBE App, call centre, group bookings department, Privilege Club, national agency network or box offices;
- register as a My PBE member via our website, mobile site or PBE App;
- purchase or renew your membership of a sporting club to which we supply membership services;
- participate in a PBE survey, competition, promotion or other marketing campaign;

- indicate that you wish to receive news, offers or other marketing material from PBE;
- sign up to a waitlist or an event
- use certain features accessible from the PBE App;
- make an inquiry or a complaint;
- have other dealings with us, for example, via social media or in person, over the phone or when you write to us.

In certain circumstances, we may also collect personal information about you in the course of combining and analysing different data sets which, in and of themselves, may not contain personal information.

Sometimes we collect personal information about you from other sources, for example:

- people making a purchase on your behalf;
- our business clients such as venues, promoters and sporting clubs; or
- third party suppliers and contractors who assist us to operate our business, such as:
  - information technology suppliers
  - marketing and digital services suppliers
  - research and development organisations
  - data partners
  - analytics consultants; and
  - publicly available sources of information

Also, from time to time PBE collects personal information about individuals who are not customers. This is usually where we collect the name and business contact details of a person who is the contact in a government agency or company with whom we deal. PBE's policy is to only use personal information collected from non-customers for the main business purpose for which it was collected.

How does PBE hold personal information?

PBE may hold your personal information in electronic or hard copy format or a combination of both. This personal information may be combined or linked with other information held about, or which we attribute to, you, including:

- information (personal or otherwise) that we collect from our website and mobile site (as described below in relation to "Cookies, Tracking and Advertising") or from third parties; and
- personal information we receive from our group companies and client businesses, who, in common with us, have a relationship with you and where we understand that you have consented to such group companies and client businesses sharing your personal information with us.

We have taken a number of physical, electronic and procedural steps to protect your personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

PBE protects the personal information it collects in a secure database stored by our third party data storage provider. It is in proprietary data format, which can only be read using proprietary tools.

Data collected online is stored in a Microsoft SQL database; a protected, secure data centre that is unreachable by the internet. PBE encrypts data sent from your computer to our systems during internet transactions. PBE also employs firewalls, intrusion detection systems and virus scanning tools to protect against unauthorised persons and viruses from entering our systems.

PBE employees are required, as a condition of their employment, to treat personal information held by PBE as confidential, and to maintain the confidentiality of that personal information. They are also required sign in and use a password when accessing PBE systems and to undertake training about how to manage personal information.

What are the purposes for which PBE may collect, hold, use and disclose personal information?

Generally, PBE only uses personal information for the primary purpose for which we have collected it, or for another closely related secondary purpose. Our potential uses of personal information which PBE collects (and for which you consent to us using your personal information for) may include:

- to process and fulfil your orders for tickets (or other items) from us;
- to contact you if there is an event cancellation or change in event details, or for the replacement of lost tickets;
- to get a better understanding of you, your needs, your behaviours and how you interact with us in order to identify ways in which we can provide you with a better service, or enhance your experience of our website and mobile site or other services;
- managing your dealings with us as a My PBE member;
- so that we can promote our products and services to you and the products and services of third parties that we deal with;
- to allow our related companies to promote their products and services to you and those of their partners;
- so that venue operators and promoters of events for which you purchase tickets sponsors, sporting clubs, authorised ticket onsellors and resellers can use it for operational purposes;
- detecting and preventing fraud and unauthorised ticket onselling;
- for business research and development of new products and services, including for My PBE members and our business clients;
- to facilitate the competitions, special offers and promotions that we or our partners run;
- displaying content and advertising (including in relation to tickets and events) that is customised to your interests, preferences and experiences, including through online targeted marketing, data and audience matching and market segmentation activities;
- verifying your identity;



- so that we can respond to inquiries and complaint handling; and
- for the conduct of data analytics and predicting trends;
- marketing services in connection with the products and services we provide; and
- to comply with our legal and regulatory obligations and enforce our legal rights.

Sometimes PBE will produce aggregated data. PBE may also receive aggregated data from its third party suppliers and contractors or business customers. This aggregated data does not identify individuals. PBE uses, and may combine, the aggregated data it produces and receives for research purposes and in connection with products and services we provide to our business clients.

From time to time, there may be other purposes for which we collect, hold, use and disclose your personal information. We will tell you about these at the point of collection.

#### Direct Marketing and Research

As set out above, PBE may use personal information about you for marketing and research purposes. However, you can manage your PBE communication preferences in a number of ways, eg within your My PBE account if you are an online customer; or by contacting our Privacy Officer. In addition, the marketing communications that we send to you may also contain information on how to unsubscribe from those communications.

You can also tell us at any time if you do not want us to disclose your details to other organisations such as our related companies or third parties for marketing purposes. To do this, you just need to contact our Privacy Officer.

#### Who might PBE disclose my personal information to?

PBE may disclose your personal information:

- to venue operators and to promoters of events for which you purchase tickets. PBE discloses your personal information to such organisations for operational purposes and also because from time to time they may choose to provide you with information about their events by ordinary post. If you consent, these organisations may use this information to provide you with promotional and marketing material about their events via email. You may change your preference to receive email marketing at any time directly with the organisations which have obtained your information. If you do not have their details, you can contact PBE's Privacy Officer directly;
- to sponsors, sporting clubs, authorised ticket on sellers and resellers who (unless they obtain a separate consent from you) use it for operational purposes only, for example, to provide you with additional information about the event or venue that you are attending; and
- to other TEG Pty Limited (TEG) group companies and their contractors (such as data management providers). TEG group companies include TEG Live, TEG Rewards, Eventopia and any entities that may in future

become part of the TEG group of companies or in which TEG may have an interest. PBE may disclose your personal information to these entities for the purposes of, for example, ensuring that information collected is accurate, complete and up-to-date, producing anonymised and aggregated information for the benefit of other TEG companies, and enabling us and other TEG companies to better understand and meet your needs and interests.

- to third party contractors and service providers who help us operate our business or provide a service to you. PBE may disclose your personal information to third party contractors and service providers who, for example, help us operate our computer systems, provide us with fraud prevention services, operate certain features accessible from our website such as the Adboost platform, send out our mail/email and clean collected data and who perform data analysis to group demographic attributes of individuals.

Otherwise, PBE will only disclose your personal information:

- where we are required to do so by law;
- if the disclosure is permitted under the Privacy Act 1988 (Cth); or
- if you have consented to the disclosure.

Does PBE disclose personal information to overseas recipients?

Some of the recipients to whom we disclose personal information may be located overseas, most likely in the Philippines and New Zealand although the countries where such recipients are located may vary. For example, from time to time we disclose personal information to our related company, PBE New Zealand Ltd

What happens if PBE does not collect my personal information?

Where it is lawful and practicable to do so, we will give you the option of not providing personal information, or of using a pseudonym, when you deal with PBE. For most events, you may be able to make a cash transaction at a PBE retail agency without providing personal information.

However, if we do not collect personal information about you at the point of sale or when you interact with us, this could impact the level of service we can provide to you, for example, we will not be able to contact you in the case of an event cancellation or venue change or we may not be able to properly respond to your inquiry or investigate your complaint or fully process your transaction.

Cookies, Tracking and Advertising

For each visitor to our website and mobile site, our server automatically recognises and stores the visitor's IP address. In addition, our website and mobile site use cookies. To enhance your experience when using our website or mobile site, these store information you have provided to us (such as your postcode, preferences, region and sign in username) to enable us to provide a more personalised service to you. If you use the 'Remember Me' feature



during the My PBE 'sign in' process, the cookies will also store your sign in username. Our website and mobile site may also carry third party cookies, which automatically collect anonymous information from you, such as your demographics and interests. This information may be disclosed to third parties for the purpose of providing you, and others, with a more targeted ticket and event information and/or an enhanced advertising experience both on and off the PBE website or mobile site. Most web browsers are set by default to accept cookies. However, if you do not wish to receive any cookies you may either set your browser to prompt or refuse cookies, or you may opt out of receiving personalised ads in this browser here. Note that rejecting cookies will disable your browser from purchasing tickets from our website or mobile site. We also use cookies for measuring, collecting, analysing and reporting data from our website and in connection with general marketing and research services. This allows us to better understand our users and improve the layout and functionality of our website. This tracking is conducted in such a way to ensure the anonymity of visitors.

Sometimes our website or mobile site contains links to third party websites, for your convenience and information. When you access a non-PBE website, please understand that PBE is not responsible for the privacy practices of that site. We suggest that you review the privacy policies of each site you visit.

To try and bring you offers that are of interest to you, PBE has relationships with other companies that we allow to place advertisements on our web pages. If you visit our website or mobile site, ad serving companies may collect information such as your domain type, your IP address and clickstream information. For further information about this, we suggest you refer to the privacy policies of Omniture ([www.omniture.com](http://www.omniture.com)), Double Click ([www.doubleclick.net](http://www.doubleclick.net)), Nielsen/NetRatings ([www.netratings.com](http://www.netratings.com)) and Google Analytics ([www.google.com.au/policies/privacy](http://www.google.com.au/policies/privacy)).

#### Access and Correction

Under the Australian Privacy Principles, you have a right to request access to the personal information that PBE holds about you and seek its correction. If you are a My PBE member, you are able to access or correct some of your personal information by logging onto our website ([www.PBE.com.au](http://www.PBE.com.au)) or mobile site ([m.PBE.com.au](http://m.PBE.com.au)). If you are not a My PBE member, so that your request reaches the right person, please send it to our Privacy Officer . Please include your contact details such as email address and telephone number and enclose a copy of a form of identification such as a current driver's licence or passport. We will not charge you for making such a request but will let you know if there is a cost for supplying you with access to or correcting the personal information. We aim to respond to requests for access or correction within 30 days. There are certain situations under the Australian Privacy Principles where we may refuse to provide you with access to or correct your personal information but we will always let you know in writing if this is the case.

Complaints and how to contact our Privacy Officer  
Our Privacy Officer can be contacted by:

- e-mail at [privacy@propertybuyerexpo.com.au](mailto:privacy@propertybuyerexpo.com.au)
- facsimile on (02) 9266 4244
- letter to GPO Box 1610, Sydney NSW 2001

If you feel that PBE is not complying with this Privacy Policy or the Australian Privacy Principles contained in the Privacy Act 1988 (Cth), please put your concerns in writing and send them to our Privacy Officer by one of the methods set out above.

We will always endeavour to investigate your complaint and respond to you as soon as practicable after receipt, generally within 30 days. If you are not satisfied with our response, you may refer the matter to the Office of the Australian Information Commissioner.

Last updated 30 November 2015

\*PBE means Property Buyer Expo Pty Limited, ABN 93 605 096 599

## Collection Statement – Ticket Purchase

(required under Australian Privacy Principle ("APP") 5)

Property Buyer expo Pty Limited ABN 93 605 096 599("PBE/we/us") will collect, store and use the personal information you have provided to us pursuant to the terms of this Collection Statement and our [Privacy Policy](#).

### Uses of your personal information

The primary purpose for which PBE is collecting your personal information is to provide you with ticketing services such as to process any ticket or other purchase you may have made with us, and to contact you if there is an event cancellation or change in event details, or for the replacement of lost tickets.

You agree that we may also use your personal information for related secondary purposes including to:

- get a better understanding of you, your needs, your behaviours, and how you interact with us in order to identify ways in which we can provide you with a better service, or enhance your experience of our website and mobile site or other services;
- manage your dealings with us as a current/prospective PBE attendee;
- allow venue operators, authorised ticket on-sellers and promoters of events for which you purchase tickets to use it for operational purposes and, with your consent, marketing and promotional purposes;
- to allow sponsors, sporting clubs, authorised ticket on-sellers and re-sellers of events for which you purchase tickets to use it for operational purposes only, for example, to provide you with additional information about the event or venue that you are attending;
- for business research and development of new products and services, including for PBE attendee and our business clients
- for the conduct of data analytics and predicting trends
- display content and advertising (including in relation to tickets and events) that is customised to your interests, preferences & experiences, including through online targeted marketing, data and audience matching, and market segmentation activities.
- send marketing and promotional material about our products and/or services (or the products and/or services of our Related Bodies Corporate) that we believe you may be interested in;
- engage in marketing services in connection with the product and services we provide;
- fulfil purposes otherwise required/permitted by law (including the Privacy Act); and
- Fulfil any other purpose as expressly listed in our [Privacy Policy](#).

If you don't provide us with the personal information requested or the information provided is incorrect or incomplete, this could impact the level of service we are able to provide to you. For example we will not be able to contact you in the case of an event cancellation or venue change.

## Disclosures of your personal information to third parties

We may disclose your personal information to the following organisations for the purposes described above (as well as otherwise permitted or required under Australian law):

- PBE's Related Bodies Corporate (including Mayhem Corporation Pty Limited);
- PBE's agents and other third parties contractors who carry out functions for us (including but not limited to, hosting, email marketing and/or data processing providers);
- venue operators and promoters of events for which you purchase tickets;
- to sponsors, sporting clubs, authorised ticket on-sellers and re-sellers for operational purposes only; and
- any other organisation as expressly covered in our Privacy Policy.

## Disclosures of your personal information to overseas recipients

Some recipients to whom we disclose your personal information may be based overseas, in countries where such recipients are located may vary. By accepting this Collection Statement, you consent to us disclosing your personal information to overseas recipients.

## PBE's Privacy Policy

Please see PBE's Privacy Policy for further details regarding:

- a. how you may access or correct any of your personal information collected by PBE; and
- b. how you may lodge a complaint with PBE for a breach of any APP or APP code, and how PBE will action such complaint.

If you have any queries, concerns or other questions regarding PBE's collection of your personal information, please contact PBE's Privacy Officer at: [privacy@propertybuyerexpo.com.au](mailto:privacy@propertybuyerexpo.com.au)