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## Quest Privacy Policy

This Privacy Policy describes how your personal information is collected, used, and shared when you visit or make a purchase from [www.dohaquest.com](http://www.dohaquest.com).

### **What Personal Information do we collect?**

When you visit our Site, we automatically collect certain information about your device, including information about your web browser, IP address, time zone, and some of the cookies that are installed on your device.

Additionally, as you browse the site, we collect information about the individual web pages or products that you view, the websites or search terms which referred you to the Site, and information about how you interact with the Site.

We refer to this automatically collected information as **Device Information**.

We collect **Device Information** using the following technologies:

- **Cookies** are data files that are placed on your device or computer and often include an anonymous unique identifier. Cookies help us provide you with a better website and browsing experience, by enabling us to monitor which pages you find useful and which you do not. You can choose to accept or decline cookies; most web browsers will automatically accept them but you can usually modify your browser settings to decline cookies if you wish to; however, this may prevent you from taking full advantage of the website.
- **Log files** track actions occurring on the Site, and collect data including your IP address, browser type, Internet service provider, referring/exit pages, and date/time stamps.

Also, when you make a purchase or attempt to make a purchase through the Site, we collect certain information from you, including your **name, DOB or age, billing address, payment information** (credit card number, security number and date of expiry), **email address**, and **phone number**.

This is called **Order Information**.

In this **Privacy Policy**, **Personal Information** refers to both Device Information and Order Information.

### **How do we use your Order & Device Information?**

We use the **Order Information** that we collect generally to fulfill any orders placed through the Site (including processing your payment information, and providing you with invoices and/or order confirmations).

Additionally, we use this **Order Information**:

- To communicate with you,
- **to screen our orders for potential risk or fraud**,
- provide you with information or advertising related to our products or services, in line with the preferences you have shared with us.

We use the **Device Information** that we collect to help us screen for potential risk and fraud (in particular, your **IP address**), and more generally to improve and optimize our Site.



## **Sharing your Information**

We share your Personal Information with third parties to help us use your Personal Information, as described above.

We also use Google Analytics to help us understand how our customers use [www.tickets.dohaquest.com](http://www.tickets.dohaquest.com). Finally, we may also share your personal information to comply with applicable laws and regulations, to respond to a subpoena, search warrant or other lawful requests for information we receive, or to otherwise protect our rights.

## **Data Retention**

When you place an order through the Site, we will maintain your **Order Information** for our records unless and until you ask us to delete this information.

## **Where do we store your information?**

We store your personal data in a centralised database hosted in the cloud, and affiliates or partners might have access to this database where such entities make use of MyPass.

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place appropriate technical and organisational security measures to safeguard and secure the information we collect.

You are responsible for maintaining the confidentiality of any password or account details (as may be applicable from time to time) and are fully responsible for all activities that occur under your password or account.

## **Marketing**

If you have provided your consent by opting in on registration or when contacting us or purchasing our services, we may send you our latest updates, news and promotions by email, SMS, or occasionally contact you by telephone. You may withdraw your consent to receiving such materials at any time by using the ['unsubscribe'] link in any communication received, or by contacting us at [info@dohaquest.com](mailto:info@dohaquest.com).

## **Minors**

The Site is not intended for individuals under the age of 10.

## **Changes**

We may update this privacy policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons.

If you have questions and/or require more information, do not hesitate to contact us on:

[info@dohaquest.com](mailto:info@dohaquest.com)

[sales@dohaquest.com](mailto:sales@dohaquest.com)

[marketing@dohaquest.com](mailto:marketing@dohaquest.com)

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