



INFORMATION FOR **GENERAL USERS**

Introduction

“**General User**” shall refer to any individual, or organisation, privately or publicly owned, that purchases or attempt to purchase any tickets, including but not limited to tickets to live or pre-recorded events.

A few examples of “**Events**” that you could attend on “**BASITA.LIVE**”:

- Watch a film posted by its director or producer
- Attend a musical or dance performance
- Attend a masterclass or a workshop in performing or visual arts
- Attend a talk or a course by an artist, a cultural manager, or an arts educator
- Take a virtual tour in a museum or an exhibition

Terms & Conditions (T&C) for General Users

1. General Section:

Attending an event on **BASITA.LIVE** is subject to these Terms and Conditions (the “T&C”). The T&C should be read carefully prior to confirming your account registration. Authentication of your account constitutes acceptance of the T&C.

The following T&C govern the use of the platform by any “**General User**”. The Services that **BASITA.LIVE** offers are subject to the **General User’s** acceptance of all of the T&C mentioned below, without modification, and all other operating rules, policies and procedures that may be published from time to time on the website by **BASITA.LIVE** team.

If the **General User** does not agree to any of the terms, conditions, rules, policies or procedures, he/she must immediately refrain from using **BASITA.LIVE** services.

Jordan is our country of domicile. Any dispute or claim arising out of or in connection with this website shall be governed and construed in accordance with the laws of Jordan.

Minors under the age of 18 are prohibited to register as a Users of **BASITA.LIVE** and are not allowed to transact or use the website, unless supervised by their guardian.

BASITA.LIVE will not deal or provide any services or products to any of OFAC (Office of Foreign Assets Control) sanctions.

1.1. T&C Modification

BASITA.LIVE reserves the right, at its sole discretion, to modify or replace any of the T&C at any time. It is the **General User's** responsibility to check T&C periodically for changes.

BASITA.LIVE will also send a notification to all its "**General Users**" in the event that a modification occurs. The **Creative User's** continued use of **BASITA.LIVE** following the posting of any changes constitutes acceptance of those changes.

1.2. T&C and Platform Language

The T&C and website language is English and Arabic. We may translate the T&C into other languages in the future and publish them on our website for the convenience of our "**General Users**".

1.3. The General User's use of BASITA.LIVE services

BASITA.LIVE grants its **General Users** a non-exclusive, non-transferable, non-sub-licensable right to access and use the platform solely for the purposes of attending and watching a virtual event, which includes: browsing the available events, purchasing a ticket for any event, or attending events for free if applicable.

1.4. General User's Obligations

To be a registered **General User** of **BASITA.LIVE** and confirm your account you agree to: (a) provide true, accurate, current and complete information about yourself as requested by the Website registration form (the "Registration Data") and (b) maintain and promptly update the Registration Data to keep it true, accurate, current and complete. If you provide any information that is untrue, inaccurate, not current or incomplete, or in the event that **BASITA.LIVE** has reasonable grounds to suspect that such information is untrue, inaccurate, not current or incomplete, **BASITA.LIVE** reserves the right to suspend or terminate any or all of your accounts and refuse any and all of your current or future use of the Services.

1.5. General User's Account, Password and Security

As part of the registration process, the **General User** will create an account with a password. As a **General User**, you are responsible for maintaining the confidentiality of the password and account, and are fully responsible for all activities that occur under your account, including, without limitation, all actions by sub-users registered under your account.

You agree to (a) immediately notify **BASITA.LIVE** of any unauthorized use of your password or account or any other breach of security, and (b) ensure that you log-out from your account at the end of each session.

BASITA.LIVE will not be liable for any loss, damage or other liability arising from your failure to comply with this section or from any unauthorized access to, or use of your account. In the event of any dispute between two or more parties as to account ownership, you agree that **BASITA.LIVE** shall be the sole arbiter of such dispute in its sole discretion and that **BASITA.LIVE's** decision (which may include termination or suspension of any account subject to dispute) shall be final and binding on all parties.

1.6. BASITA.LIVE all platform(s) Content

The **General Users** agrees that all material, including without limitation information, data, software, text, design elements, graphics, images and other content (collectively the "Content"), contained in or delivered via the Services or otherwise made available by **BASITA.LIVE** (collectively the "Website Content") is protected by copyrights, trademarks, service marks, or other intellectual property rights and laws.

BASITA.LIVE may own the Website Content, or portions of the Website Content may be made available to **BASITA.LIVE** through arrangements with third parties. Except as expressly authorized by **BASITA.LIVE** in writing or in connection with your use of the intended functionality of the Services, you agree not to sell, license, rent, modify, distribute, copy, reproduce, transmit, publicly display, publicly perform, publish, adapt, edit or create derivative works of any Website Content, or post any Website Content on any other website or in a networked computer environment for any purpose.

Reproducing, copying or distributing any Website Content for any other purpose is strictly prohibited. You shall use the Website Content only for purposes that are permitted by these T&C and any applicable laws and regulations (foreign and domestic). Any rights not expressly granted herein are reserved.

BASITA.LIVE uses encryption and watermarking (web version) technologies to protect the content of its **Creative Users**. Your IP and email address will appear randomly and discretely every 5 minutes as a watermark during the broadcast to avoid infringement of our users' copy rights.

2. Information Security, Privacy and Usage Policy

All information provided by the **General User** or collected by **BASITA.LIVE** in connection with the Services is governed by **BASITA.LIVE Information Security, Privacy and Usage Policy**, which is hereby incorporated into the T&C.

2.1. Security:

- **BASITA.LIVE** ensures that all information collected will be safely and securely stored.
- **BASITA.LIVE** protects your personal information by:
 - Restricting access to personal information
 - Maintaining technology products to prevent unauthorised computer access
 - Securely destroying your personal information when it is no longer needed for any legal or business purpose
 - **BASITA.LIVE** uses 256-bit SSL (secure sockets layer) encryption technology when processing your financial details. 256-bit SSL encryption is approximated to take at least one trillion years to break, and is the industry standard.
 - **BASITA.LIVE** uses the industry standard encryption and watermarking technologies to protect its content.
 - **BASITA.LIVE** accepts payments online using Visa and MasterCard credit/debit card in all (currencies) in addition to other country-specific payment methods.
 - The cardholder must retain a copy of transaction records and Merchant policies and rules.
 - All credit/debit cards details and personally identifiable information will not be stored, sold, shared, rented or leased to any third parties.
- If you believe that your privacy has been breached by **BASITA.LIVE**, please contact us at our e-mail address.

- Your password is the key to your account. Please use unique numbers, letters and special characters, and do not share your password with anyone. If you do share your password with others, you will be responsible for all actions taken in the name of your account and any consequences this may cause. If you lose control of your password, you may lose substantial control over your personal information and other information submitted to **BASITA.LIVE**. You could also be subject to legally binding actions taken on your behalf. Therefore, if your password has been compromised for any reason or if you have grounds to believe that your password has been compromised, you should immediately contact us and change your password. We would like to remind you to log off of your account and close the browser if you are using a shared computer.

2.2. Privacy and Usage:

BASITA.LIVE only collects, records, holds, stores, discloses, transfers and uses any information as outlined below:

- We will only collect information where it is necessary for us to do so.
- We will only collect information if it is relevant to our services to you and when you create an account as **Creative User** or as a **General User** on **BASITA.LIVE**.
- Your information will only be kept as long as we are either required to by law (in certain countries), or as is relevant for the purposes for which it was collected.
- The account information we collect from you will be used for some or all of the following purposes:
 - To facilitate your use of the Services and/or access to **BASITA.LIVE** platforms;
 - To process purchase orders you submit through **BASITA.LIVE** platforms;
 - To deliver the tickets you have purchased through **BASITA.LIVE** platforms;
 - To update you on any changes that may occur in the events you have purchased a ticket for and for customer support purposes;
 - Further, we will use the information you provide to administer your account (if any) with us; verify and carry out financial transactions in relation to payments you make online; audit the downloading of data from the Website; improve the layout and/or content of the pages of the Website and customise them for users; identify visitors on the Website; carry out research on our users' demographics and behaviour; provide you with information we think you may find useful or which you have requested from us, provided you have indicated that you have not objected to being contacted for these purposes;
 - When you register an account with **BASITA.LIVE**, we will also use your contact information to send you marketing and/or promotional materials about events or services we offer. You can unsubscribe from receiving marketing information at any time by using the unsubscribe function within the electronic marketing material.
 - We may use your contact information to send newsletters related to events we host on our platform.
 - In exceptional circumstances **BASITA.LIVE** may be required to disclose personal information, such as when there are grounds to believe that the disclosure is necessary to prevent a threat to life or health, or for law enforcement purposes, or for fulfillment of legal and regulatory requirements and requests.
 - **BASITA.LIVE** may share your personal information with third parties and its affiliates for the abovementioned purposes, specifically, completing a transaction with you, managing your account and our relationship with you, marketing events we host, and fulfilling any legal or regulatory requirements and requests as deemed necessary by **BASITA.LIVE**. In sharing your personal information with them, we endeavor to ensure that the third parties and our affiliates keep your personal information secure from unauthorised access, collection, use, disclosure,

or similar risks and retain your personal information only for as long as they need your personal information to achieve the abovementioned purposes.

- In disclosing or transferring your personal information to third parties and our affiliates located overseas, **BASITA.LIVE** take steps to ensure that the receiving jurisdiction has in place a standard of protection accorded to personal information that is comparable to the protection under or up to the standard of the laws on data privacy.
- **BASITA.LIVE** is not engaged in any business of selling customers' personal information to third parties.

- If you are logged-out from your account or do not have an account on **BASITA.LIVE** you can visit our website and browse it without having to provide any information, and you will remain anonymous to us.

- You must only submit to us, our authorised agent or the Website, information which is accurate and not misleading and you must keep it up to date and inform us of changes.

- We reserve the right to request for documentation to verify the information provided by you.

- You may access and update your account information at any time.

- You may request to delete your account at any time. Once your account has been deleted, you won't be able to retrieve any data.

- If you provide personal information of any third party to us, we assume that you have obtained the required consent from the relevant third party to share and transfer his/her personal information to us.

- If you sign up for **BASITA.LIVE** using your social media account or link your **BASITA.LIVE** account to your social media account or use certain other **BASITA.LIVE** social media features, we may access information about you which you have voluntarily provided under your social media provider in accordance with the provider's policies and we will manage your account data which we have collected in accordance with **BASITA.LIVE** privacy policy.

- You may communicate your objection to our continual use and/or disclosure of your personal information for any of the purposes and in the manner as stated above at any time by contacting us at our e-mail address.

- If you communicate your objection to our use and/or disclosure of your personal information for the purposes and in the manner as stated above, depending on the nature of your objection, we may not be able to continue providing our services to you or perform on any contract we have with you. Our legal rights and remedies are expressly reserved in such event.

2.2.1. Collection of Computer Data:

BASITA.LIVE may use cookies, web beacons, and other similar technologies for storing information to help provide you with a better, faster, safer and personalized experience when you use the Services and/or access the Website.

When you visit **BASITA.LIVE**, our company servers will automatically record information that your browser sends whenever you visit a website. This data may include:

- Your computer's IP address
- Browser type
- Browser type
- The time spent on those pages, items and information searched for on the Website, access times and dates, and other statistics.

This information is collected for analysis and evaluation in order to help us improve our Platforms and the services we provide.

2.2.2. Changes to the Information Security, Privacy and Usage Policy:

BASITA.LIVE shall regularly review the **Information Security, Privacy and Usage Policy** to improve it. We reserve the right to modify and change the Policy at any time. Any changes to this policy will be published on the Website.

2.2.3. BASITA.LIVE Right:

You acknowledge and agree that **BASITA.LIVE** has the right to disclose your personal information to any legal, regulatory, governmental, tax, law enforcement or other authorities or the relevant right owners, if **BASITA.LIVE** has reasonable grounds to believe that disclosure of your personal information is necessary for the purpose of meeting any obligations, requirements or arrangements, as a result of a request of any nature by such parties.

3. Events Section

3.1. BASITA.LIVE Standard Ticketing Purchase and Refund Policy

3.1.1. General

- A ticket must be produced to gain an access code into an event.
- A ticket can be purchased through our web version, or Basita e-wallet on iOS app. Ticket purchase through our Android app is temporality unavailable.
- A ticket code allows only one view at a time from the same account.

- A ticket must not, without the prior written consent of **BASITA.LIVE**, be resold or used for advertising, promotion or other commercial purposes, if not the code will be cancelled immediately.
- Any unauthorized resale or transfer will render the ticket null and void, and the holder won't be able to access the event.
- The **BASITA.LIVE** platform is the sole ticketing provider and the only authorized platform to sell tickets.
- A ticket is only valid for a specific event for a certain period of time. Please always review the latecomer's policy.
- If you miss the event, you may in some cases, still access the event's recording. Information will be mentioned on the event's page.
- **BASITA.LIVE** does not offer refunds or exchanges as a result of a change in your personal circumstances or as a result of experiencing any technical problem such as loss of internet connection.
- Requesting a refund should be in writing no later than within 5 days of the date of the announcement that the Event is postponed or cancelled. **BASITA.LIVE** at its sole discretion may only refund or exchange a ticket of an event only in the following cases:
 - The Event is cancelled due to any reason
 - The Artist(s) fails to perform for any reason
 - The Artist(s) performs on a different date or time
 - The **Creative User** provides wrong or misleading information to **General Users**
 - The Event is postponed
 - The content for the Event is changed
 - There is a significant change to the Artist line up, for example a major act from the Event is not appearing at the event.
- Any user can purchase a ticket and gift it to a friend. This can be done by clicking on the "**Gift Ticket**" button on the event page. The "**Gift Ticket Code**" will be sent automatically to the email address indicated at check-out.
- Any user can support the artist, the venue / institution, or the event, beyond the original ticket price, via the optional feature "**Support**". This amount goes in full to the event organizer after deducting the payment gateway, administration, and money transfer charges. **BASITA.LIVE** does not make any profit from the "**Support**" feature.
- Access to an event is subject to **BASITA.LIVE** "**Virtual House Rules**" which can be found below, on its website, and in the email confirmation a **General User** receives when purchasing a ticket.

- Where applicable, valid proof of identity must be provided for purchasing tickets of certain events.

- Gaining access to some events may be subject to age restrictions. Information will be mentioned on the event's page.

- **BASITA.LIVE** reserves the right without refund or compensation to refuse access/evict any person(s) whose conduct is harmful or inappropriate or who poses a threat to security, or to the enjoyment of the event by others.

- Latecomers policy may be applicable for some events. Information will be mentioned on the event's page.

If the artist decides to keep the content after the live or the premiere broadcast, the latecomer's policy will be:

- Content will remain accessible after the live or the premiere broadcast. Once the ticket holder starts watching the content, he / she will be able to resume watching it within a period of 24 hours.

If the artist decides to remove the content after the live or the premiere broadcast, the latecomer's policy will be:

- Content will be removed after the live broadcast. The ticket holder has to login with his/her account 10 minutes before the live broadcast starts.

3.1.2. Age Limit

In certain events, children may be advised not to watch. Information will be mentioned on the event's page.

3.1.3. Approximate Running Times:

Duration of events are approximate and subject to change at any time. The event may include an intermission or a break time, which will be mentioned in your email confirmation and on the event page.

3.2. Virtual House Rules

- A ticket must be produced to gain an access code into an event and one access code allows only one view at a time from the same account.

- During an event, you are prohibited to comment or post any content that is unlawful, harmful, threatening, abusive, harassing, tortuous, defamatory, vulgar, obscene, invasive of another's privacy, hateful, or racially, ethnically or otherwise objectionable.

- During an event, you are prohibited to comment or post any content that harms minors in any way.
- During an event, you are prohibited to comment or post any content that impersonates any person or entity, including, but not limited to any **BASITA.LIVE** users or partners, or falsely state or otherwise misrepresent your affiliation with a person or entity.
- During an event, you are prohibited to comment or post any content that you do not have a right to make available under any law or under contractual or fiduciary relationships (such as inside information, proprietary and confidential information learned or disclosed as part of employment relationships or under nondisclosure agreements).
- During an event, you are prohibited to comment or post any content that infringes any patent, trademark, copyright or other intellectual property rights of any person or entity.
- During an event, you are prohibited to comment or post any content that has any commercial purposes. You are not allowed to market any goods or services on our platforms.
- During an event, you are prohibited from interfering or disrupting the services or servers, or networks connected to the services, or disobey any requirements, procedures, policies or regulations of networks connected to the Services.
- During an event, you are prohibited to stalk or harass any person or entity.
- It is your sole responsibility to check the event details in advance (date and time), and its latecomers and age restrictions policy.