

## **Content:**

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### **A) General Terms and Conditions (GTC)**

With the purchase of this ticket, the purchaser respectively the ticket holder accepts the following general terms and conditions (GTCs).

- 1 - The organiser is not liable for any damages, as far as the organiser, his authorized agents or representatives can only be charged with simple negligence, unless the breach consists of a fundamental breach of contract on behalf of the organiser (cardinal obligation). In the latter case, the organiser is liable for any foreseeable and typically ensuing damage. The organiser is fully liable for damages in the event of loss of life, personal injury or injury to health caused purposefully or negligently.
- 2 - The organiser reserves the right to deny admission the show grounds with good reason.
- 3 - Audio, photo, film or video recording in the sponsor area is strictly prohibited. Malpractice can be brought to criminal prosecution.
- 4 - When the ticket holder leaves the show grounds, this ticket automatically loses its validity.
- 5 - With the purchase of this ticket, contractual ties only come into effect between the purchaser of this respectively the ticket holder and the organiser.
- 6 - The organiser is not liable for lost or stolen goods.
- 7 - It is prohibited to purchase this ticket for the purpose of reselling it.
- 8 - Claims for indemnity towards the organiser are expressly ruled out in the case that the event is cancelled, in part or completely, due to force majeure or due to other reasons not within the liability of the organiser.
- 9 - Animals are strictly prohibited on the show grounds due to veterinary reasons.
- 10 - Ticket holders accept the general terms and conditions and the show ground regulations of the Aachen-Laurensberger Rennverein e.V. ([here](#))

[https://static.chiaoachen.de/wp-content/uploads/2018/06/ALRV-AGB-Turnierplatzordnung\\_Datenschutzerkl%C3%A4rung\\_180530\\_GB.pdf](https://static.chiaoachen.de/wp-content/uploads/2018/06/ALRV-AGB-Turnierplatzordnung_Datenschutzerkl%C3%A4rung_180530_GB.pdf)

### **B) No cancellation or return rights**

For services in connection with recreation, especially for the sale of tickets for sport events, the cancellation right is not valid, not even for so called distance contracts. Ticket purchases are therefore binding, tickets cannot be returned.

### **C) Data Privacy Policy**

The Aachener Reitturnier GmbH (ART) takes the protection of your personal data very seriously. We collect, use and store your personal data exclusively within the legal framework of the laws and regulations applicable in the Federal Republic of Germany. Hereinafter, we explain the type, extent and purpose of the data collection and usage thereof.

If personal data (i.e. names, addresses, or email addresses) is collected on our site, this only occurs where possible on a voluntary basis. This data is not passed on to third parties without your explicit consent. We would like to point out that data transmission via the Internet (i.e. when communicating per email) is subject to security breaches. It is not possible to guarantee complete protection against the data being accessed by third parties.

We protect our website and other systems against the access of unauthorised persons using suitable technical and organisational measures. You have the right, at all times, to receive information on your stored personal data, its origin and recipients and the purpose of the data processing as well as the right to confirm, correct, block, delete, limit the processing and the transmission of this data. We will only store your personal data as long as this is necessary for the intended purpose of the data collected or as required by law. You can revoke your consent, in writing, at any time. Legally responsible in terms of the GDPR (General Data Protection Regulation) is the Aachener Reitturnier GmbH (ART), Albert-Servais-Allee 50, 52070 Aachen, Germany (The Organiser). You can contact the Data Protection Supervisor of the Aachener Reitturnier GmbH (ART), Mr. David Reimes, by phone +49 (0) 241-99034276 or by email [DSB-](#)

[ART@chiaoachen.de](mailto:ART@chiaoachen.de), at any time regarding this issue and any possible further queries on the topic of the protection of personal data. Furthermore, you also have the possibility of contacting a Supervisory Authority acc. to Art. 77 GDPR.

**Changes to this data privacy policy** – Due to legal and/or organisational reasons, amendments or adjustments to our data privacy policy may become necessary from time to time. In this connection, please make sure you refer to the current version of our data privacy policy.

**Fan Shop** – Our Fan-Shop is embedded within the website [www.chiaoachen.de](http://www.chiaoachen.de), which is provided by the Aachen-Laurensberger Rennverein e.V. (ALRV). Their data privacy policy can be viewed here: <https://www.chiaoachen.de/en/data-protection/>.

Fan-Shop products can be purchased without providing any personal data whatsoever at our head office. Provider of the Fan-Shop is the Aachener Reitturnier GmbH (ART) Albert-Servais-Allee 50, 52070 Aachen, Germany.

The web-based online platform for the Fan-Shop is provided by xt:Commerce GmbH. Their data privacy policy can be viewed here: <https://www.xt-commerce.com/privatsphaere-datenschutz>. Personal data (acc. to Art. 6 Abs. 1 a,b,c GDPR) is only collected, if you voluntarily provide us with such, for example for the purpose of processing your orders, when registering for personalised services or for obtaining information by mail, fax, email or other channels.

For handling your order with different forms of payment (f.e. MasterCard, Visa Card, ec-Card) we use the services of the provider BS Payone GmbH which are located in Frankfurt/Main. Their data privacy policy can be viewed here: <https://www.bspayone.com/de/privacy>

The processing of your stored personal data takes place in states of the European Economic Area (EEA). If we pass on personal data, we do so exclusively to service providers and partner companies that support us with processing orders and supplying customers with information. These companies are only allowed to use your personal data for the fulfilment of the tasks assigned by us and they are obliged to observe the data protection regulations applicable in the Federal Republic of Germany. From time to time we may be forced to disclose your data due to legal regulations or legal procedures. Otherwise personal data is not passed on to third parties.

**Cookies** - The web pages partly use so-called cookies. Cookies do not cause any damage to your computer and they contain no viruses. Cookies serve to make our contents more user-friendly, more effective and safer. Cookies are small text files that are stored on your computer, which your browser saves. Most of the cookies we use are so-called "session cookies". These are automatically deleted after the end of your visit. Other cookies remain stored on your end device until you delete them. These cookies enable us to recognise your browser the next time you visit our site. You can set your browser so that you are informed about the placement of cookies, can enable cookies only in each individual case, accept cookies in certain cases or generally block them as well as activate the automatic deletion of cookies on closing the browser. Deactivating cookies can limit the functionality of the website.

**Server log files** - The provider of the site automatically collects and saves information in so-called server log files, which your browser automatically transmits to us. These are: The browser type/browser version, the operating system used, the referrer URL, the host name of the accessing computer, the time of the server enquiry. This data is not directly assignable to specific persons. We reserve the right to check this data subsequently, if we become aware of any concrete evidence of unlawful use.

**Data privacy policy for the use of Google Analytics** - This website uses functions of the web analysis service, Google Analytics. The provider is Google Inc. 1600 Amphitheatre Parkway Mountain View, CA 94043, USA. Google Analytics uses so-called "cookies". These are text files that are stored on your computer and which enable an analysis of your usage of the website. The information on your utilisation of this website that is generated by the cookie is generally transferred on to a Google server in the USA and stored there. In the case of the activation of the IP anonymization on this website, your IP address will however be truncated beforehand within the member states of the European Union or in other states that are contract partners of the European Economic Area agreement. The full IP address will only be transmitted to a Google server in the USA in exceptional cases and then truncated there. Google uses this information on behalf of the operator of this website, in order to evaluate your usage of the website, to put together reports on the website activities and to provide the website operator with further services related to the website or Internet usage. The IP address transmitted by your browser in the scope of the Google Analytics is not merged together with other Google data. You can prevent the storage of the cookies by ensuring that the right setting is made in your browser software; however we would like to point out that in the latter case it is possible that not all functions of this website can be used to the full extent. Beyond this, you can also prevent the collection of the data generated by the cookie and the data related to your usage of the website (incl. the IP address) from being passed on to Google and also the processing of this data by Google, by downloading and installing the available browser plug-in under the following link: <http://tools.google.com/dlpage/gaoptout?hl=de>

**Data privacy policy for the use of Facebook plug-ins (Like button)** - Plug-ins of the social network Facebook, provider: Facebook Inc., 1 Hacker Way, Menlo Park, California 94025, USA are integrated into our website. The Facebook plug-ins on our website can be recognised by the Facebook logo or the "Like button". An overview of the Facebook plug-ins can be found here: <http://developers.facebook.com/docs/plugins/>. When you visit our website, a direct connection is established between your browser

and the Facebook server. In this way, Facebook receives the information, that you have visited our site from your IP address. If you click on the Facebook "Like button" while you are logged in to your Facebook account, the contents of our site can be linked to your Facebook profile. This enables Facebook to assign your visit to our site to your user account. We point out that in our capacity as provider of the site we receive no knowledge about the contents of the transmitted data and its usage by Facebook. Further information on this subject can be found in the data privacy policy of Facebook at <http://de-de.facebook.com/policy.php>. If you do not want Facebook to be able to assign your visit to our site to your Facebook user account, please log out of your Facebook user account.

**Data privacy policy for the use of Twitter** - Functions of the Twitter service are integrated into our website. These functions are offered by Twitter Inc., 1355 Market Street, Suite 900, San Francisco, CA 94103, USA. On using Twitter and the "Re-tweet" function the websites you visit are linked to your Twitter account and made known to other users. Hereby data is also transmitted to Twitter. We point out that in our capacity as provider of the site we receive no knowledge about the contents of the transmitted data and its usage by Twitter. Further information on this subject can be found in the data privacy policy of Twitter at <http://twitter.com/privacy>. You can change your data privacy settings on Twitter under the account settings at <http://twitter.com/account/settings>.

**Data privacy policy for the use of Instagram** - Functions of the Instagram service are integrated into our website. These functions are offered by Instagram Inc., 1601 Willow Road, Menlo Park, CA, 94025, USA. If you are logged in to your Instagram account you can link the contents of our website to your Instagram profile by clicking on the Instagram button. This enables Instagram to assign your visit to our site to your user account. We point out that in our capacity as provider of the site we receive no knowledge about the contents of the transmitted data and its usage by Instagram. Further information on this subject can be found in the data privacy policy of Instagram: <http://instagram.com/about/legal/privacy/>

**Data privacy policy for the use of YouTube** - Our website uses plug-ins of YouTube, which is operated by Google. The operator of the website is YouTube, LLC, 901 Cherry Ave., San Bruno, CA 94066, USA. If you visit one of our pages that is equipped with a YouTube plug-in, a connection to the servers of YouTube is established. The YouTube server is hereby notified as to which of our pages you have visited. If you are logged in to your YouTube account, you enable YouTube to assign your surfing behaviour directly to your personal profile. You can prevent this from happening by logging out of your YouTube account. Further information on the handling of user data can be found in the data privacy policy of YouTube at <https://www.google.de/intl/de/policies/privacy>

**Privacy statement for the usage of WhatsATool** – Our website uses plugins of the "WhatsATool" of atms GmbH. There is no commercial association to the WhatsApp Inc. or WhatsApp Limited. The operator of the WhatsATool service is atms Telefon- und Marketing Services GmbH, Leonard-Bernstein-Straße 10, 1220 Vienna, Austria. Their privacy statement can be found at <https://atms.at/de/datenschutz>. WhatsATool enables us to contact you via the instant messaging service, WhatsApp, and thus provide you with diverse information, news or marketing campaigns on the CHIO, our partners and sponsors or on other themes. The following data belonging to you is saved in the atms data centre: The phone number you have registered for our WhatsApp news service WhatsATool with and the username/nickname you sign in under for the instant messaging service, WhatsApp, which may include your first or last name. Messages sent to you via WhatsATool or which you have sent via WhatsATool. The storage of messages solely serves the purpose of being able to report back to you with individually defined news. This data will not be disclosed to third parties without your explicit consent. Important: To deregister simply send a message with the text "Stop". (An SMS or e-mail will not work). Info: If you install and use WhatsApp on your mobile device, you automatically consent to the general terms of business of WhatsApp, which we have no control over. These include among others the fact that WhatsApp Limited, Ireland and WhatsApp Inc., USA can access the telephone numbers and contacts saved on the respective mobile device. During this process data is stored on the servers of WhatsApp Inc., which are not subject to European data protection law. <https://www.whatsapp.com/legal/>

**Aachen, June 2019**

**Aachener Reitturnier GmbH (ART)**