



## Privacy Policy

Version 1.0 | March 2026 |

PYPR Digital CC operating as GoPYPR

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### Introduction

GoPYPR is a WhatsApp-based event ticketing and bookings platform operated by PYPR Digital CC, a Namibian registered closed corporation. GoPYPR enables customers to purchase tickets and make bookings for events entirely via WhatsApp, and enables event organisers to create and manage their events, ticket types, and sales through the same platform.

In performing this service, GoPYPR collects and processes personal information from customers and event organisers. We are committed to handling all personal information responsibly, in accordance with the Protection of Personal Information principles applicable in Namibia and in compliance with applicable data protection legislation.

This Privacy Policy explains what personal information we collect, why we collect it, how we use it, and your rights in relation to it.

### Information Officer

PYPR Digital CC operating as GoPYPR has appointed the following Information Officer responsible for overseeing compliance with this Privacy Policy and all data protection obligations:

**Information Officer:** Charles Jansen

**Company:** PYPR Digital CC operating as GoPYPR

**Email:** admin@gopypr.com.na

**Website:** gopypr.com.na

**WhatsApp:** +264 812 675 561

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### Personal Information We Collect

GoPYPR collects personal information directly from customers and event organisers in order to perform the following functions:

#### From Customers:

- Full name
- WhatsApp number and phone number
- Email address
- Payment reference information (for verification of payment)
- Device and session information generated during WhatsApp interaction

#### From Event Organisers:

- Full name and business name

- WhatsApp number and phone number
- Email address
- Identity number or business registration number
- Banking details for payout processing
- Tax registration information where applicable

GoPYPR collects only the minimum personal information required to fulfil its service obligations. We do not collect sensitive personal information such as race, religion, health data, or biometric data.

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## Why We Collect Personal Information

GoPYPR collects and processes personal information for the following purposes:

- Processing and confirming ticket purchases and bookings
- Generating and delivering PDF tickets via WhatsApp
- Verifying payment and resolving payment queries
- Communicating with customers regarding their order status
- Communicating changes to event details including cancellations, postponements, and rescheduling
- Processing payouts to event organisers
- Fraud detection and risk management
- Providing customer support
- Complying with applicable legal obligations

GoPYPR will not use personal information for any purpose beyond those listed above without first obtaining explicit consent from the individual concerned.

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## How We Use Your Information

### **Ticket Fulfilment**

GoPYPR will communicate with customers solely for the purpose of fulfilling their ticket or booking obligation. This includes order confirmations, ticket delivery, payment check-ins, and any changes to event conditions.

### **Event Changes and Cancellations**

In the event of a cancellation or postponement, GoPYPR will communicate directly with affected customers via WhatsApp to notify them of the change. The following refund policy applies:

- Event Cancellation — Customers who paid by card will receive a full refund. Customers who paid by EFT or mobile wallet will be contacted by the event organiser to arrange a refund directly.
- Event Postponement — GoPYPR will liaise with the event organiser to determine whether a new event date will be published or whether refunds will be issued. Customers will be notified of the outcome via WhatsApp. The event organiser bears responsibility for communicating the resolution to their ticket holders.

## **Marketing Communications**

GoPYPR will only send marketing communications to customers who have explicitly provided permission to be contacted for this purpose. Customers may withdraw this permission at any time by contacting [admin@gopypr.com.na](mailto:admin@gopypr.com.na). Event organisers may only communicate marketing material to their own ticket holders after obtaining explicit consent.

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## **Sharing of Personal Information**

### **Event Organisers**

GoPYPR shares customer personal information with the relevant event organiser only to the extent required to fulfil the ticket or booking obligation. This includes the customer name, ticket reference, and attendance confirmation. GoPYPR does not share customer payment details or banking information with event organisers.

### **Third-Party Service Providers**

GoPYPR makes use of carefully selected third-party service providers to operate its platform. These providers are engaged under strict confidentiality obligations and are permitted to process personal information only as necessary to deliver their specific service to GoPYPR. GoPYPR applies the following principles when engaging service providers:

- Only the minimum personal information required is shared with any service provider
- Service providers are required to maintain security standards equal to or greater than those of GoPYPR
- No sensitive or confidential customer information is shared without explicit customer consent
- GoPYPR does not sell personal information to any third party under any circumstances
- GoPYPR conducts regular evaluations of all service provider relationships to assess ongoing risk and compliance

### **Legal Disclosure**

GoPYPR will not share personal information with any external party unless required to do so by applicable Namibian law, a court order, or a lawful directive from a competent authority.

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## **Payment and Card Security**

GoPYPR does not store any card details. Card payments are processed entirely by a PCI-DSS compliant payment gateway provider. GoPYPR never has access to full card numbers, CVV codes, or card holder authentication data at any point in the payment process.

Customers are advised to contact [admin@gopypr.com.na](mailto:admin@gopypr.com.na) for any queries relating to card payments or refunds.

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## **Data Storage and Security**

### **WhatsApp Platform Security**

GoPYPR operates entirely through the WhatsApp Business, which is governed by Meta's stringent WhatsApp Business and Commerce Policies. WhatsApp applies end-to-end encryption to all messages, meaning that no message content can be intercepted or read by any party other than the sender and recipient. GoPYPR complies fully with all WhatsApp Business policies, which include strict rules against spam, unsolicited messaging, and misuse of customer data. WhatsApp actively enforces these policies and reserves the right to suspend or terminate access to any business that violates them.

By operating through WhatsApp, GoPYPR customers benefit from one of the most stringent messaging security and privacy frameworks available on any consumer platform today.

### **Database and Infrastructure Security**

All customer and organiser data collected by GoPYPR is stored in a paid, enterprise-grade database service with access controls, encryption at rest, and regular security patching. Access to this database is restricted exclusively to authorised GoPYPR systems and personnel. No public access to the database is permitted.

### **General Security Measures**

GoPYPR applies the following security measures across all systems:

- All data transmissions between GoPYPR systems are encrypted in transit using industry-standard protocols
- End-to-end encryption is applied to all customer communications via the WhatsApp platform
- Payment data is never stored on GoPYPR systems
- Access to customer data is restricted to authorised GoPYPR personnel only
- Regular security reviews are conducted on all systems that process personal information
- GoPYPR operates in full compliance with the WhatsApp Business Policy, including strict anti-spam and data protection requirements

GoPYPR retains personal information only for as long as is necessary to fulfil the purpose for which it was collected, or as required by applicable law.

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## **Your Rights**

As a data subject, you have the following rights in relation to your personal information held by GoPYPR:

- The right to be informed about how your personal information is collected and used
- The right to access your personal information held by GoPYPR
- The right to request correction of inaccurate personal information
- The right to request deletion of your personal information, subject to GoPYPR's legal obligations
- The right to object to the processing of your personal information for marketing purposes
- The right to withdraw consent at any time where processing is based on consent

To exercise any of the above rights, please contact our Information Officer at [admin@gopypr.com.na](mailto:admin@gopypr.com.na). GoPYPR will respond to all requests within a reasonable time and in accordance with applicable data protection legislation.

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## Cookies and Website Tracking

The GoPYPR website at [gopypr.com.na](http://gopypr.com.na) may use standard web cookies and analytics tools to understand how visitors interact with the site. No personal information is collected through the website without the visitor's knowledge. Users may disable cookies through their browser settings.

GoPYPR does not use tracking pixels, cross-site tracking, or behavioural advertising technologies on its website.

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## Changes to This Privacy Policy

GoPYPR reserves the right to update this Privacy Policy from time to time to reflect changes in our services, applicable law, or data processing practices. The current version of this policy will always be available at [gopypr.com.na/privacy-policy](http://gopypr.com.na/privacy-policy). Customers will be notified of material changes via WhatsApp or email where applicable.

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## Contact Us

For any questions, concerns, or requests relating to this Privacy Policy or the handling of your personal information, please contact:

### **GoPYPR — Information Officer**

Email: [admin@gopypr.com.na](mailto:admin@gopypr.com.na)

Website: [gopypr.com.na](http://gopypr.com.na)

WhatsApp: +264 812 675 561