

# Privacy Policy

At The Ceylon Literature Festival (“we”, “our”, or “us”), we are committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and protect your personal data when you visit our website [Website URL] (the “Website”), purchase tickets for our events, or engage with any services provided by us in connection with the festival.

By accessing or using our Website, you agree to the terms outlined in this Privacy Policy. If you do not agree with the practices described herein, please do not use our Website.

## 1. Information We Collect

We collect information about you in the following ways:

### a) Information You Provide to Us

- **Ticket Purchases:** When you purchase a ticket for the festival, we collect your name, email address, phone number, billing address, and payment details. This information is necessary for processing your ticket purchase and communicating event details.
- **Event Registrations and Other Forms:** You may provide additional information when signing up for festival events, registering for newsletters, or completing surveys.
- **Communication:** If you contact us via email, forms, or social media, we may collect any information you provide, including the contents of your communication and your contact details.

### b) Information We Collect Automatically

- **Usage Data:** We may automatically collect information about your device, such as your IP address, browser type, operating system, and pages visited on the Website. This helps us improve the functionality of our site and understand user preferences.
- **Cookies:** We use cookies and similar tracking technologies to enhance your browsing experience and collect anonymous data to analyze trends and improve our services. For more information on how we use cookies, please see our Cookie Policy.

## 2. How We Use Your Information

We use your personal data for the following purposes:

- **Ticket Processing and Event Management:** To process your ticket purchases, manage event registrations, and send you relevant information about the festival, including updates, reminders, and any changes to event schedules.
- **Communication:** To respond to your inquiries, provide customer support, and send important notifications regarding your purchases or festival events.

- **Marketing and Promotions:** With your consent, we may use your contact details to send you promotional emails about the festival, upcoming events, and other related activities. You can opt-out of marketing communications at any time by clicking the “unsubscribe” link in the emails or contacting us directly.
- **Website Improvement:** To analyze usage trends and enhance the user experience on our Website.

### 3. Sharing Your Information

We do not sell, rent, or lease your personal data to third parties. However, we may share your information in the following circumstances:

- **Service Providers:** We may share your personal data with third-party service providers who assist us in running the Website and processing ticket sales (such as payment processors, email services, and hosting providers). These service providers are only permitted to use your data to perform specific services for us and must comply with relevant privacy laws.
- **Legal Compliance:** We may disclose your information when required by law or in response to legal processes (such as subpoenas or court orders), or to protect our rights, property, and safety, or the rights, property, and safety of others.

### 4. Data Retention

We retain your personal information only for as long as necessary to fulfill the purposes for which it was collected, including any legal, accounting, or reporting requirements. For example, we may retain transaction details for financial auditing and tax purposes, even after the event has ended.

### 5. Security of Your Information

We take reasonable measures to protect your personal data from unauthorized access, disclosure, alteration, and destruction. These measures include encryption of sensitive data and the use of secure servers. However, no method of electronic transmission or storage is 100% secure, and we cannot guarantee the absolute security of your data.

### 6. Your Rights

Depending on your location and applicable laws, you may have the following rights regarding your personal data:

- **Access:** You can request a copy of the personal information we hold about you.
- **Correction:** You can request that we correct or update any incorrect or incomplete information.
- **Deletion:** You can request that we delete your personal data, subject to certain exceptions.

- **Opt-out of Marketing:** You can opt-out of receiving marketing communications at any time.
- **Data Portability:** You may request to receive your personal data in a structured, commonly used, and machine-readable format, or to have it transferred to another organization.

To exercise any of these rights, please contact us at [email/contact information].

## 7. Third-Party Websites

Our Website may contain links to third-party websites. Please note that this Privacy Policy applies only to our Website, and we are not responsible for the privacy practices of other websites. We encourage you to read the privacy policies of any third-party websites you visit.

## 8. Children's Privacy

Our Website is not intended for children under the age of 16, and we do not knowingly collect personal data from children. If you are a parent or guardian and believe that we have inadvertently collected personal data from a child, please contact us, and we will take appropriate steps to delete such information.

## 9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal obligations. Any changes will be posted on this page, and the updated Privacy Policy will be effective as of the date of posting. We encourage you to review this Privacy Policy periodically.

## 10. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your personal data, please contact us at:

Ceylon Literature Festival  
Email: [email@example.com]  
Phone: [phone number]  
Address: [festival address]

# Terms and Conditions

These Terms and Conditions (“Terms”) govern your use of the The Ceylon Literary Festival website (the “Website”), the purchase of tickets, and your participation in events organized by The Ceylon Literary Festival. By using the Website and purchasing tickets for the festival, you agree to be bound by these Terms. If you do not agree to these Terms, please do not use the Website or make a purchase.

## 1. General Terms

### 1.1 Website Use

By accessing or using the Website, you agree to comply with these Terms, as well as any applicable laws and regulations. You must be at least 18 years of age to use the Website and purchase tickets. If you are under 18, you must obtain parental or guardian consent to use the Website.

### 1.2 Modification of Terms

We reserve the right to change, modify, or update these Terms at any time. Any changes will be posted on this page, and the updated Terms will be effective as of the date of posting. We encourage you to review these Terms periodically.

## 2. Ticket Purchases

### 2.1 Ticket Information

Tickets for The Ceylon Literary Festival are available for purchase on the Website. Prices, dates, and other relevant information about the events will be clearly listed. Ticket prices include applicable taxes and fees, unless otherwise specified.

### 2.2 Payment Processing

All payments made through the Website are processed through third-party payment processors. By purchasing tickets, you authorize the payment processor to charge your payment method for the total ticket amount, including any applicable fees.

### 2.3 Ticket Confirmation

Once your ticket purchase is successful, you will receive a confirmation email containing your ticket(s) and details of the event(s). Please retain this email for your records.

### 2.4 Ticketing Errors

We strive to ensure the accuracy of ticket information, but errors may occur. In the event of an error in pricing, availability, or other ticket details, we reserve the right to cancel or modify the order, and we will notify you accordingly.

## 3. Event Participation

### **3.1 Event Schedule**

The schedule for events, sessions, and activities may be subject to change. We will make reasonable efforts to notify attendees of any significant changes. However, we are not responsible for changes to the schedule, including any cancellations or delays.

### **3.2 Event Access**

Access to certain events may require a valid ticket, identification, or registration. You are responsible for ensuring you have the correct ticket or pass to enter the event and to follow all rules, regulations, and instructions issued by event staff or organizers.

### **3.3 Code of Conduct**

By attending the festival, you agree to behave respectfully toward other attendees, event staff, and participants. Disruptive behavior, harassment, or any form of misconduct will not be tolerated and may result in removal from the event without refund.

## **4. Refunds and Cancellations**

### **4.1 Refund Policy**

All ticket purchases are final and non-refundable, except in cases where the event is canceled or rescheduled. If an event is canceled, you will be notified, and a full refund of the ticket price (excluding any service charges or handling fees) will be provided.

### **4.2 Event Rescheduling**

If an event is rescheduled, your ticket will be valid for the new date. If you cannot attend the rescheduled event, you may be eligible for a refund. Please refer to our refund policy for specific terms and conditions regarding rescheduled events.

### **4.3 Cancellation by Attendee**

If you need to cancel your attendance, please contact us at [email/contact information]. However, as stated, ticket purchases are non-refundable, except in exceptional circumstances or where required by law.

## **5. Intellectual Property**

### **5.1 Ownership of Content**

All content on the Website, including text, images, logos, designs, and videos, is the property of The Ceylon Literary Festival or its licensors and is protected by copyright, trademark, and other intellectual property laws. You may not use, reproduce, or distribute any of this content without our prior written consent.

### **5.2 User-Generated Content**

If you submit any content to the Website, such as comments, feedback, or reviews, you grant The Ceylon Literary Festival a non-exclusive, worldwide, royalty-free, and perpetual license to use, modify, reproduce, distribute, and display that content for promotional purposes, without compensation to you.

## **6. Limitation of Liability**

### **6.1 No Liability for Loss or Damage**

To the fullest extent permitted by law, The Ceylon Literary Festival, its affiliates, officers, directors, and employees are not responsible for any loss, damage, injury, or inconvenience incurred by attendees as a result of attending the festival, including but not limited to:

- Event cancellations, delays, or modifications
- Lost, stolen, or damaged property
- Personal injuries
- Financial loss

### **6.2 Force Majeure**

We will not be held liable for any failure to perform our obligations under these Terms due to events outside our control, including but not limited to natural disasters, strikes, government actions, or other unforeseen circumstances.

## **7. Privacy and Data Protection**

### **7.1 Personal Data**

We collect and process personal data in accordance with our Privacy Policy, which can be found [here](insert link to Privacy Policy). By using the Website and purchasing tickets, you consent to the collection and processing of your personal data as described in the Privacy Policy.

### **7.2 Cookies**

The Website uses cookies to enhance your browsing experience and gather information about usage. By using the Website, you consent to our use of cookies. You can manage your cookie preferences in your browser settings.

## **8. Governing Law and Dispute Resolution**

### **8.1 Governing Law**

These Terms and Conditions are governed by and construed in accordance with the laws of [Your Country/Region], without regard to its conflict of law principles.

### **8.2 Dispute Resolution**

Any disputes arising from or in connection with these Terms will be resolved through binding arbitration in [City, Country], unless otherwise agreed by both parties. By accepting these Terms, you waive your right to a trial by jury.

## **9. Contact Us**

If you have any questions or concerns regarding these Terms and Conditions, or if you need further information, please contact us at:

The Ceylon Literary Festival  
Email: [email@example.com]  
Phone: [phone number]  
Address: [festival address]