

Privacy Policy

Entri (Pty) Ltd

Effective 10 June 2026 · Version 2026-v1

25 Redstone Crescent · rob.legend@gmail.com

Effective date: 10 June 2026

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Entri (Pty) Ltd (Entri, we, us) respects your privacy. This Privacy Policy explains how we collect, use, store, share, and protect personal information when you use Entri.

Data controller: Entri (Pty) Ltd · **25 Redstone Crescent** · **rob.legend@gmail.com**

This policy should be read with our Terms and Conditions and Acceptable Use Policy.

1. Scope

This policy applies to:

- visitors browsing public event pages;
- **participants** who create accounts, register for events, or manage profiles and tickets;
- **facilitators and event staff** who manage events; and
- individuals whose information appears in attendee profiles (for example minors registered by a parent, or roster entries created by staff).

Entri primarily serves users in **South Africa**. Applicable laws include the **Protection of Personal Information Act (POPIA)** and, where relevant, other privacy laws that may apply to you.

2. Information we collect

2.1 Account data

When you create or use an Entri account, we may collect:

- email address and password (stored as a one-way hash);
- account role (participant or facilitator);
- invitation metadata if you were invited as staff;
- optional UI preferences (for example guided tour completion stored on your user record); and
- remember me session data if you enable it.

We do **not** currently store sign-in IP addresses or detailed access logs on your user profile (standard web server logs may still record IP addresses for security).

2.2 Attendee and participant profiles

For event registration and operations, we collect information you or authorised staff provide, which may include:

- **Identity and contact:** full name, email, phone, birthdate, gender, profile photo;
- **Church organisation:** branch or ward, stake or district, bishop name and email;
- **Emergency contacts:** parent or guardian name, phone, and email; secondary contact details;
- **Health and support (sensitive):** food allergies, medicine allergies, dietary requirements, medical notes, physical disability, support needs (for example ADHD or Autism where disclosed), t-shirt size; and
- **Links:** association between your user account and an attendee record where applicable.

Attendee records may exist **without** a linked user account (for example when staff import or create a roster entry).

2.3 Event registration and commerce

- ticket tier, price, discount codes applied, registration source, purchase and refund timestamps;
- payment metadata such as amount, currency, card brand, and last four digits (full card numbers are **not** stored by Entri; payment processing may use a third-party provider when enabled); and
- waitlist status and invitation timestamps.

2.4 Event operations

When facilitators use Entri during an event, we may record:

- check-in and activity scan times;
- transport and accommodation assignments (including who made the assignment);
- group membership and roll-call presence;
- attendance exception reasons (free text); and
- QR or badge tokens used to identify attendees at scan points.

2.5 Invitations and communications

- email addresses (and optional names) for participant or staff invitations;
- email delivery metadata via our email provider; and
- content of transactional emails we send (for example password reset, ticket confirmation, waitlist notice).

2.6 Technical data

- session cookies required to keep you signed in;
- standard HTTP request logs (timestamp, path, user agent, IP address) for security and troubleshooting; and
- browser and device information necessary to render the site.

We use **Google Fonts** (loaded from Googles CDN) and may preload stylesheet assets from our own domain.

2.7 Information about others

You may provide personal information about family members, children, or other participants. **You are responsible** for ensuring you have a lawful basis and any required consent (especially for minors and health information).

3. How we use information

We use personal information to:

- provide registration, ticketing, profiles, and event management features;
- share necessary participant information with **authorised event facilitators and staff** for the events you register for or manage;
- support check-in, transport, accommodation, groups, and attendance reporting;
- send service and transactional emails;
- process payments and refunds where enabled;
- maintain security, prevent abuse, and troubleshoot errors; and
- comply with legal obligations.

We do **not** sell your personal information. We do **not** use participant medical data for advertising.

4. Who can access information

Facilitators must use data only for legitimate event purposes, as described in our Acceptable Use Policy.

5. Legal bases (summary)

Depending on context, we rely on:

- **contract** — to provide the Services you sign up for;
- **legitimate interests** — to secure the platform and run events efficiently;
- **consent** — where you accept policies at registration or provide sensitive health information; and
- **legal obligation** — where we must retain or disclose information by law.

For special personal information (such as health-related fields under POPIA), we process data only where you or an authorised parent or guardian has provided it for event safety purposes.

6. Third-party processors

We use trusted providers to operate Entri, including:

These providers process data on our instructions and under appropriate agreements. Fonts loaded from Google may involve your browser contacting Google servers (see Google's privacy policy).

7. Storage, retention, and security

Data is stored on secure servers. We use HTTPS, access controls, and role-based permissions within the application.

We retain information:

- for the life of your account and as needed to provide Services;
- in attendee and event records for operational, audit, and safety purposes after events; and
- in backups for a limited period consistent with our hosting practices.

When you delete your account, we will delete or anonymise personal information where we no longer have a lawful reason to retain it, subject to legal retention requirements and legitimate event audit needs.

8. International transfers

Our primary hosting is in regions used by our infrastructure providers. If you access Entri from outside South Africa, your information may be processed in those regions. We take steps consistent with applicable law when transferring personal information.

9. Your rights

Under POPIA and similar laws, you may have the right to:

- request access to personal information we hold about you;
- request correction of inaccurate information;
- object to or request restriction of certain processing;
- withdraw consent where processing is consent-based; and
- lodge a complaint with the Information Regulator (South Africa) or your local authority.

To exercise these rights, contact **rob.legend@gmail.com**. We may need to verify your identity before responding.

10. Minors and youth events

Entri is used for youth and family events. Parents, guardians, or authorised leaders may provide information about minors. We expect facilitators to handle youth data with heightened care and only for event purposes.

If you believe we hold a minors information without appropriate authority, contact us and we will investigate.

11. Event code of conduct

Public event pages may display a **code of conduct** set by the event organiser. That text governs behaviour at the event but is separate from this Privacy Policy. Entri stores and displays that content on behalf of

organisers.

12. Changes

We may update this Privacy Policy from time to time. We will publish the new version at [with an updated effective date and version](#). **Continued use after the effective date constitutes acceptance** of the updated policy, and we may ask you to re-accept before continuing to use Entri.

13. Contact

Entri (Pty) Ltd

25 Redstone Crescent

Email: rob.legend@gmail.com

For privacy requests, use the subject line **Entri privacy request**.