

# Festivo Terms & Conditions and Privacy Policy

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## Terms & Conditions

By accessing or using Festivo (“the Platform”), you agree to be bound by these Terms and Conditions. If you do not agree to these terms, please refrain from using the Platform.

### 1. Description of Service

Festivo is a web-based event management and guest engagement platform. Users may create and manage events, send invitations, conduct quizzes, host lucky draws, allow live chat, and facilitate door gift redemption.

### 2. User Responsibilities

Users must provide accurate information during registration and are responsible for maintaining the confidentiality of their accounts. All users agree to use the Platform lawfully and respectfully.

### 3. Organizer Obligations

Event organizers are responsible for the content and accuracy of the events they create. This includes uploaded images, event descriptions, and managing guest interactions.

### 4. Content Sharing

Users may share comments and images via the live chat feature. Festivo does not moderate content and assumes no responsibility for the content shared. Offensive or inappropriate content may result in removal or suspension.

### 5. Payment & Refunds

Currently, Festivo is free to use. Should any paid features be introduced in the future, payments will be handled through Billplz and subject to their terms. Refunds, if applicable,

will be governed by a separate policy.

## **6. Prohibited Activities**

You agree not to upload, post, or transmit any content that is unlawful, abusive, harassing, defamatory, obscene, or otherwise objectionable. Any misuse may result in termination of access.

## **7. Limitation of Liability**

Festivo is provided “as is” without warranty of any kind. We are not liable for any direct, indirect, incidental, or consequential damages resulting from the use or inability to use the Platform.

## **8. Termination**

We reserve the right to suspend or terminate user access at any time, with or without notice, for violation of these Terms.

## **9. Modifications**

We may update these Terms occasionally. Continued use of the Platform constitutes your acceptance of any revised terms.

## **Privacy Policy**

Festivo respects your privacy. This policy explains how we collect, use, and protect your information.

### **1. Information We Collect**

We collect information such as your name, email address, event participation details, quiz responses, photos, and chat messages.

## **2. How We Use Information**

Your data is used to manage event participation, enable features like RSVP, quizzes, lucky draws, and live chat. We do not sell or share your personal information with third parties for marketing.

## **3. Third-Party Services**

We may integrate with third-party services like Google Maps, Waze, and Billplz for payment in the future. These services are governed by their own privacy policies.

## **4. Data Protection**

We take reasonable measures to protect your data from unauthorized access. However, no system is completely secure.

## **5. Data Retention**

We retain data for as long as necessary to support your use of the Platform or as required by law.

## **6. Your Rights**

You have the right to access, correct, or request deletion of your personal information. Please contact us at [support@festivo.my](mailto:support@festivo.my).

## **7. Cookies**

We may use cookies to improve user experience. You can disable cookies in your browser settings.

## **8. Contact Us**

If you have any questions about this policy, please contact us at [enquiry@festivo.my](mailto:enquiry@festivo.my).