

CONDITIONS OF SALE OF TICKETS FOR INDIVIDUAL MATCHES

1. Tickets for individual matches are issued by Juventus Football Club S.p.A., event organiser, with head offices in Turin in via Druento 175 – 10151 Turin, VAT no. 00470470014.
2. Tickets are non-transferrable and entitle holders to watch, from the seats allocated to the tickets, Home Matches (hereinafter also designated “sports events” or “events”) of the First Team of Juventus Football Club S.p.A. (“Company”, “Juventus”) in the competitions to which tickets refer, in accordance with the match schedules, dates, times and venues established by the competition organiser, and allowing for possible alterations to schedules, dates, times and venues, whatever their cause. The ticket purchaser acknowledges as a generally-known fact that alterations to the match schedule, with the consequent changes to the date, time and in some instances venue in which the match is held, are a routine feature in the organization of sports events; the purchaser accepts the risk that such changes may occur. Such changes must therefore be taken into account by purchasers when purchasing match tickets. It is responsibility of purchasers to keep informed and updated on the day, time and place in which the event will effectively occur. Such changes do not entail the right to refund of the price of tickets or compensation for damages sustained, without prejudice to the right of the purchaser to watch the Home Match in the actual day, time and place of the event.
3. The purchase of tickets requires the review and acceptance of these conditions of sale and of the Code Regulating the Sale of Tickets to football events that Juventus FC S.p.A. applies in the versions in effect at the time, which are published on the website www.juventus.com. Tickets are non-transferrable; the “Ticket Holder” is the person who, duly identified, obtains issue of the ticket in their name.
4. The ticket holder may not use the ticket for trading and/or speculative purposes, sell or resell their seat, even as part of a complementary service/product offering. Therefore, any ticket touting, transfer or purchase of the ticket through unofficial channels or online ticketing platforms that fuel the *secondary ticketing* phenomenon is expressly prohibited (by way of example but not limited to: Ticket4football, Ticketbis, Viagogo, etc.).
5. In the event a ticket is used by a person other than the holder, the change of holder must be reported, if allowed, only via the Company’s online system. The change of holder is immediately effective except in the event of malfunction in the Internet connection giving access to the website or other causes for which Juventus cannot be held responsible. Tickets may not be transferred and therefore names cannot be changed, if authorised, for purposes of sale and/or resale, and the right to transfer tickets is subject to restrictions which may be imposed on an ongoing basis by the competent administrative Authorities and/or Juventus. Unauthorised transfer of tickets, or transfer not made through the name change procedure, constitutes their illegal use. Tickets transferred illegally are cancelled or otherwise unusable if used by persons other than their Holders. Juventus reserves the right to refuse the transfer of tickets purchased under individual pre-emptive rights or by persons entitled to special reductions.
6. As provided under the rules of Lega Nazionale Professionisti Serie A – F.I.G.C., in the event a match is suspended after the beginning of the second half, the ticket will not be valid for the rescheduled match. Orders to play matches behind closed doors and/or the closure of certain sectors and/or the disqualification of the playing field and the requirement that matches be played on neutral grounds, provided by law or by order of the public or sporting Authorities, shall not entail the right to refund and ticket holders shall be liable for the travel costs they incur, except in cases of culpable negligence under art. 1218 of the Italian Civil Code, with the express exclusion of the impossibility of performance due to objective liability, pursuant to the applicable sports regulations. The above limitation shall not act in the cases of culpable default of Juventus under art. 1218 of the Italian Civil Code, it being understood that it can’t be considered culpable default of Juventus the impossibility to watch the event for reasons of force majeure, unforeseeable circumstances or for the requirements imposed by organisms or competent Authorities after matters not depending on Juventus’s direct responsibility.
7. Tickets may only be purchased via authorized sales channels (physical or online), and in accordance with the procedures established by the Company. Juventus declines responsibility for losses or damages sustained by persons purchasing tickets via channels other than the authorized channels.
8. Entrance inside the sports facility without a valid ticket and/or with a ticket bearing a name not corresponding to the person’s identity and entrance in different sectors from the one reported on the ticket are prohibited. Juventus reserves the right to suspend or definitively terminate the provision of the service to holders and/or third party users or persons who have made available and/or benefited from tickets in breach of the present Conditions of Sale and of the Code Regulating the Sale of Tickets to football events, and shall not be liable for the total or partial refund of the price.
9. Reduced-price and free tickets (under 16, disabled etc.) are issued subject to the availability of the seats allocated for these purposes by the Company. Children under 14 years old are prohibited to access the facility if not accompanied by an adult over the age of 18 and anyway without a regular ticket that entitles to a seat in the sector to which the ticket refers to.
10. Tickets may be withheld, recalled or rendered unusable for the same reasons determining the withholding, recall or invalidation of the Juventus Card, formerly Supporter Card (as defined in the Directive of the Italian Ministry of Interior of 14/8/2009, no. 555/OP/0002448/2009II/CNIMS); under no circumstances will the service be provided to (i.e. tickets purchased and/or used by) persons who have been banned from sports venues under Law no. 41/2007. The purchaser is also informed and takes note that the use of the ticket which he intends to buy shall be conditioned upon the approval of the Company under the Code Regulating the Sale of Tickets to football events. The above mentioned restrictions will apply automatically, without entitlement to refund or compensation for unused tickets.
11. In case of matches considered “at risk”, public security authorities may dispose limitations or prohibitions regarding the sale and emission of tickets.
12. Use of tickets, and therefore access to the sports facility, is subject to the most recent version of the Stadium Rules (“Rules”) and of the Code Regulating the Sale of Tickets to football events, found posted inside the stadium and published in the tickets section of the www.juventus.com – website as well as every other provision, precept, code or regulation applicable to whom accesses the facility to assist the match, adopted by Juventus and published on juventus.com or at the sports facility. Compliance with such provisions is an indispensable requirement to enter and stay among the other spectators inside the sport facility.
13. Ticket holders and/or users shall be held responsible for any damage they cause to facilities, stadium personnel and/or other persons present in the sports facility.
14. Ticket holders and/or users attending matches acknowledge that photographic and/or video content may be captured inside the stadium, and consent to be photographed or filmed by Juventus, and/or third parties appointed by the latter, which shall be entitled to use, broadcast, publish, diffuse or license, with no restrictions on territory or time, and with no obligation to pay money or make other form of consideration, their voice, image and portrait in live or recorded video, with the freedom to use any medium for the fixation of images and performances including audio, video, photo, film, multimedia support, digital support, television footage, magnetic support or other technology (including TV, Internet and/or other IT networks) currently existing or invented in the future, for editorial purposes in relation to the publishing activities carried out by the Company’s official communication media (in any language), for transmission over public, private and paid television networks, on the Internet, in mobile applications, in cinemas or via other media of communication, for archiving purposes, or for promotional/advertising purposes, on condition all rights relating to honour and reputation are respected.
15. **Ticket holders not using their tickets for reasons beyond the control of Juventus shall not be entitled to a refund.**
16. **. Under art. 59, section n) of Legislative Decree no. 21/2014, even when purchased off-premises, tickets do not qualify for the right of withdrawal provided under art. 52 of the same Decree, as they relate to leisure-related services for which a specific period or date of performance is required. Therefore the Conditions of Sale do not provide for a refund of the price paid for tickets in the event of the purchaser’s omission to use them.**
17. These Conditions of Sale are governed by Italian law and the applicable provisions of the Italian Consumer Code, including subsequent amendments and additions. Disputes concerning the validity, application, interpretation, performance or termination of these Conditions shall fall under the exclusive and binding jurisdiction of the court of Turin or the court of the place of residence or elective domicile of the customer, where the latter qualifies as a “Consumer” under Legislative Decree no. 206/2005 as amended.
18. The personal data of the ticket purchaser and Holder and/or user will be processed, also with the help of electronic tools, in observance of the applicable legislations concerning the processing and protection of personal data, according to what is specified in the following policy statement.

Purposes and legal basis of data processing

Juventus Football Club S.p.A. (Juventus) declares, in its capacity as Controller, that the personal data, the data captured after the access to the stadium, including the one regarding the bought ticket, images and sounds recorded inside the stadium, is processed for the following purposes:

- sale and emission of the ticket with the possibility to carry out controls;
- instrumental and connected activities to the access to the facility including the possibility of taking audio and video recordings for security reasons, to ascertain relevant activities in accordance with the Code Regulating the Sale of Tickets to football events, for the documentation and chronicle of the event the holder is assisting;
- the provision of services supplied in any capacity to the public in relation to the entrance to the sports facility;
- operational, administrative and accounting activities
- for the purposes regarding ticket emission, data regarding criminal and administrative measures that involve the prohibition in accessing sports facilities, if communicated to Juventus by responsible Authorities;
- limitedly to email coordinates provided by the holder during the sale of the ticket, the given data may be used to consent the direct offer by Juventus of products and services ("Soft-spamming").

Personal data is necessary to pursue the above mentioned finalities; therefore, the eventual refusal may imply the impossibility to benefit from the above mentioned services. The legal basis that legitimate the treatments are the following: regarding letters a), d) and e) are the fulfilment of a legal obligation, as well as the execution of a contract or precontractual measures requested by the holder under art. 6 lett. b) Reg EU 679/2016. This last one also for the finality given in c), while for b) the legal basis consist both in the fulfilment of a legal obligation and in a legal interest of the Company.

Lastly, for f), the legal basis of this specific treatment is the legal interest of the Company, notwithstanding the right of the holder to oppose in every moment and without any formality to the treatment, manifesting in a clear and unequivocal way his will. The limitation request can be presented contacting the Data Controller by clicking the unsubscribe link at the bottom of the page, through the "Contacts" section of the website: <https://www.juventus.com/it/contact.php> (if registered to the site), or sending an email to privacy@juventus.com.

Processing methods

Data processing will be made paper form and through electronic/telematic instruments and, anyway, with modalities and tools able to grant security and privacy of the data itself. Specific, technical, organizational, procedural and logical measures will be adopted to guarantee data protection, allowing access only to authorized personnel in data treatment by the Data Controller or the Data Processors designated by the Controller.

Categories of recipients and data circulation

For the above mentioned finalities, data may be accessible or disclosed to the following recipient categories:

- collaborators or employees of Juventus in their capacity of authorized personnel to the processing ("Authorized subjects in charge of processing") within their tasks and in compliance with received instructions.
- third parties performing outsourced activities on behalf of Juventus in the capacity of its external parties to whom Juventus entrusts some activities, or a part of them, or whose activity is connected, instrumental or supporting that of Juventus (service providers). For example, among service suppliers are third parties that perform maintenance activity of procedures and/or IT platforms, management and organizational counsel, sports facilities services, ticketing services, customer care services, subjects who carry out technical activities such as press, enveloping, transmission, transport, automatic communication sorting like email, fax, SMS, MMS, through traditional modalities or through telephone. These third parties will be named as "External Processors". The complete list of the Processors is available by sending a request at Juventus via email at privacy@juventus.com.
- all subjects (including Public Authorities) that have access to personal data in accordance of legislative and administrative measures. In this contest, within the finalities described, in compliance to DM 15/08/2009, all personal data is made available, also via telematics, for the assessment by police headquarters of clearance regarding the release of tickets involving sport events and are stored for the time strictly necessary for the completion of the above mentioned activities.
- to any public and/or private subject, individuals and/or entities that operate in quality of Autonomous Data Controllers (legal, administrative and tax consultancy firms, Judicial Authorities, etc...), if the disclosure is required or functional for the correct performance of the contractual obligations, of the statutory obligations and for legitimate interest.

Please note that Ticketone S.p.A., to whom is entrusted the selling and emission of tickets, is an Autonomous Data Controller in relation to sale services provided, when the purchase takes place through Ticketone channels; it is also External Processor, entitled and authorized by Juventus to process personal data of ticket holders in relation to activities carried out by this last, finalized to the heading and emission of the ticket not sold through Ticketone, as well as the management of the name changing procedure.

Juventus stores the data at archives and on servers within the European Union. In the event Juventus stores personal data on a cloud platform, data may be processed by a cloud services provider on behalf of Juventus and stored in different locations, but always within the European Union. Certain Data Processors nominated by our Company may use, in Italy and abroad (EU and non EU States) controlled or related companies for processing personal data. If personal data is processed by a Data Processor or by a related company belonging to its group or by other suppliers outside the European Economic Area, or in a territory that shall not guarantee an adequate level of protection recognized by the European Commission, the transfer of data will be subject of specific guarantees as a protection of personal data (for example standard clauses, binding corporate rules, codes of conduct, certifications, etc)

Processing Time and Duration

Except data processing for administrative finalities, – for which storage time is 10 years from the cessation of the effects of the contract – litigation management, public or judiciary security, personal data collected to associate to every ticket the user's generalities in application of DM 06/06/2005, is cancelled according to art. 6 c. 4 after 7 days from the date of the sports event to which the tickets refer to.

Video surveillance images, except special needs of further conservation to protect the Company in a Court of Law, as well as where is asked to comply with a specific investigatory demand from a Court or the police, are cancelled after 7 days from the date of the event they are referred to.

Data regarding measures referring to the Code Regulating the Sale of Tickets to football events will be stored for 10 years from the collection to fulfill obligations regarding previous behavior evaluation to determine the duration of the disqualification.

Audio footage collected inside the facility during the presentation of the sports event is stored for historic archive finalities.

In relation to "Soft Spamming", data is stored only for the time necessary its finalities or until the interest of the recipient of the communication may be not actual anymore, adopting every measure to avoid storing for an indefinite time and encourage the exercise of its rights. To this end, except the right to withdraw the consent in every moment, data is cancelled within 36 months if the recipient doesn't interact anymore with the Company.

In every other case, data of which storage isn't required anymore for legal obligations or legal interest of the Company will be cancelled after 24 months from the date of cessation of the needs connected to finalities shown in this statement.

Data Controller

Juventus FC SpA, Via Druento 175 – 10151 Torino, Partita IVA 00470470014, which provides services object of the contract and organizes the sports event is the Data Controller.

Data Protection Officer

Juventus has appointed a DPO, as required by art. 37 of the EU Regulation 2016/679, point of contact, also with regard to the interested parties; the DPO is available sending an email to Juventus or at privacy@juventus.com

Rights of the interested parties

Lastly, please note that the Interested Party has specific rights to obtain the confirmation regarding the existence of personal data, even if not registered, communications in intelligible form of the data, of their origin, as well as their logic and the finality of the processing. The Interested Party can ask the cancellation, the limitation to the processing, the transformation in anonymous form, the stop of data processed against the law as well as the update, the correction or, if there's an interest, the integration and the portability of data to other Data Controller¹. It is also a right of the Interested Party to oppose for legitimate reasons to the processing of its personal data. The Interested Party may also file a claim to the National Data Protection Authority in the forms and methods described in the current legislation.

To exercise the above mentioned rights towards the Controller, the Interested Party will present a request using the following contact points through which the DPO may also be contacted: Juventus FC S.p.A., Via Druento 175, 10151 Torino (TO), email: privacy@juventus.com.

¹ These rights are set forth and governed by Articles 15-22 of the Regulations. The deletion of data mentioned above concerns data processed in breach of the law or in case of the revocation of consent and when there are no other legal grounds for the relative processing. The Data Subject can always object to the processing of their data for advertising and marketing materials, direct sales or market research; in other cases, the Data Subject cannot object to the processing if the Data Controller has legitimate and prevalent reasons for its performance or if such objection compromises the Data Controller's right to define itself in court.