



UVic Vikes Online Tickets Privacy Impact Assessment

Project Code	PC0752 (formerly under PC0577)
Submission Date	February 20, 2019
Administrative Authority	Michelle Peterson, Associate Director, Finance and Operations UVic Athletics and Recreation Services [[As defined in Policy IM7800]]
Author and Contact Information	Tracey MacNeil, Senior Project Manager, UVic Online tmacneil@uvic.ca
Reviewed By	PC0752 Bill Trott, Chief Privacy Officer, University Secretary’s Office PC0577 Bill Trott, Chief Privacy Officer, University Secretary’s Office Garry Sagert, Director, UVic Online, University Systems Nav Bassi, Director, Academic & Administrative Services, University Systems
Review Date	PC0752 Sept 17, 2018 (Bill Trott) June 25, 2018 (Bill Trott) August 10, 2017 (Bill Trott) PC0577 September 7, 2016 (Bill Trott) December 4, 2015 (Garry Sagert)

Purpose: The purpose of the Privacy Impact Assessment (PIA) is to assess risks associated with how a project plans to handle personal information. There are policy and legislative requirements and the purpose of the PIA is to ensure the project approach will be compliant with these requirements, and that any risks to privacy are mitigated or, if they cannot be completely mitigated, understood and accepted by the appropriate Administrative Authority as defined in section 2.00 of Policy IM7800:

Administrative Authority means individuals with administrative responsibility for units (e.g., Vice-Presidents, Chief Information Officer, Executive Directors, Deans, Chairs, Directors and other unit heads) and individuals with functional stewardship of university Information Resources.

Roles:

The role of University Systems is to complete this document and provide guidance regarding security policy compliance and risks to the Administrative Authority.

The role of the Privacy Office is to review this document and provide guidance regarding privacy policy and legislative compliance and risks to the Administrative Authority.

The Administrative Authority is accountable for ensuring the Information Resource being implemented or changed as a result of this project is compliant with privacy and security policies and legislation and accepting risks associated with non-compliance on behalf of the institution.

1.0 Privacy Context

1.1 Description

The UVic Vikes Ticketing management system project (PC0577) implemented software and hardware from the vendor UniversityTickets (<http://www.universitytickets.com/>). The system is the primary Athletics ticketing and point of sale solution for Vikes Athletics online, in person ticket sales, and reserve seating for community patrons (individuals who are not UVic students or employees).

To purchase and collect tickets online for Athletic events, patrons are required to create an account in the UniversityTickets system. Community patrons provide their personal information on the account registration page and can then proceed to select and purchase tickets.

The University Tickets Single Sign on project (PC0752) enabled UVic students, faculty, staff and retirees to access the University Tickets system using the UVic Single Sign on Service. Upon agreement to the Terms of Service and agreement to the Information Release consent of their personal information, the UVic patron's directed to complete their user profile in the VikeTickets.UniversityTickets.com to enable the purchase of tickets or the collection of the complimentary tickets available to students, faculty and staff for specific events.

All patrons who do not wish to create an account on the online system can purchase and/or collect tickets at the CARSA ticket counter at the front desk.

1.2 Privacy Issues Related to this Project

In order to provide the full service of an online ticketing system, a user must provide personal information to complete the following actions in the system:

1. Create a user profile.
2. Purchase a ticket using a credit card.
3. Receive a ticket for email delivery to a mobile device.
4. Pickup a ticket at the 'will call' booth in CARSA (client name and/or email address is used for lookup of customer and/or ticket transactions)
5. Receive a complimentary online ticket (UVic patrons only for select events)

In accordance with FIPPA section 26 (c), the purpose for collection of the information is in alignment with legislation to provide a service.

The University Tickets system stores personal data in the United States.

In accordance with FIPPA section 33.1, consent to release personal information is collected from the client at the time the client creates an account in the system.

In addition, the client is advised of the following points in their interaction with the University Tickets system

1. On the govikesgo.com site, if a user selects to purchase tickets, they are notified they are leaving the govikesgo.com site and getting redirected to the viketickets.universitytickets.com site which is hosted outside of Canada.

2. For University Of Victoria clients opting to use the new UVic Single Sign on service for the vikestickets.universitytickets service, they are directed to the new [Terms of use](#) page for the vikestickets.universitytickets.com
3. On the University Of Victoria's identity provider pages (idp.uvic.ca), University Of Victoria clients are presented with the Information release consent page which displays their own personal information that the University Of Victoria will disclose to the vendor, only upon client consent.
4. In the user personal profile completion process on the vikestickets.universitytickets.com, client registration page, the client is presented with text confirming that the user is consenting to the storage of their personal information outside of Canada.

1.3 Privacy Impact Assessment Scope

The records managed by the system include client profiles and may include PII information such as names, addresses, email address, phone numbers and payment information. In addition, client purchasing history is retained and may be used in the future for tracking and loyalty reward programs.

The vendor retains client information and does not share with outside parties except for the purposes of completing an order. Email addresses are used for marketing, only if a client opts in to be including in the marketing products.

In accordance with FIPPA sections 27 through 29, Clients provide their information directly, can review and correct the accuracy of the information collected. For more information on the Vikes University Tickets privacy policy, refer to:

<http://govikesgo.com/sports/2016/10/4/privacy-policy.aspx>

The change initiated in project PC0752 was to enable single sign on for UVic patrons.

Project Scope	Privacy-Related Activities and Processes
Implement Vikes University Tickets (PC0577)	<ul style="list-style-type: none"> ● Create privacy policy language ● Create Privacy Impact Assessment ● Create consent language for data storage outside of Canada ● Complete SaaS Security Control Assessment questionnaire
To enable single sign on for UVic students, faculty, staff and retirees.	<ul style="list-style-type: none"> ● Enable SSO service using University of Victoria's Shibboleth Identity provider ● Create Terms of Service for University Tickets ● Create Information Release Consent for University Tickets. ● Update Vikes University Tickets system as needed to inform clients ● Update PIA for the changes noted in this document and outline to the CPO.

1.4 Related Privacy Impact Assessments

PC0577 – revised as of Aug 10, 2017. Copy stored with the Project Management office.

1.5 Elements of Information or Data

Data	Description	Usage
Unique ID	EduPersonPrincipalName – netlink@uvic.ca	The customer ID for clients who use SSO from UVic.
Name	First name, last name	User identification
Email address	User provided email	One of the unique identifiers in system. Used for communication and delivery of tickets.
Address	User provided Delivery address (mailing) and Billing address	Used for mail delivery (if applicable) and for credit card processing (billing address)
Ticket transactions	Selection and purchase of one or more tickets for an event.	Used by patrons to collect one or more tickets to an event. Tickets may be received electronically or picked up in person.
Events	Athletic events hosted by University of Victoria Vikes Athletics	An activity for which a ticket may be obtained.

2.0 Protection of Personal Information

2.1 Storage or Access outside of Canada

Storage of personal information:

When a patron creates an account in the University Tickets system, the information is stored in a US-based cloud service provider (all servers are located in an [Sec. 15 - Disclosure harmful to law enforcement](#)) and may contain personal identification information (PII) such as names, addresses, email addresses and payment information.

All patrons are informed via a privacy disclosure statement that the information is hosted on a US storage location.

Community patrons are asked to confirm consent on the customer registration page. The consent language has been reviewed by UVic Privacy Office.

The online ticket system is accessed from the Vikes site: <https://govikesgo.com/index.aspx> by selecting the 'Tickets' option.

Clients are notified with the following language, they are going to another site hosted outside of Canada:

You are leaving govikesgo.com

PLEASE NOTE

By clicking on the "Buy Tickets Online" button you will be leaving the University of Victoria govikesgo.com Website and going to vikestickets.universitytickets.com which is hosted outside of Canada

A community patron cannot create their account without acknowledging the consent. At this time, there is no additional tracking of the action of the consent.

The University Tickets site for Vikes University Tickets is located here:

<https://viketickets.universitytickets.com/w/default.aspx>

As the user navigates the registration process, there are presented with text for privacy consent and user acknowledgement of the storage of data outside of Canada.

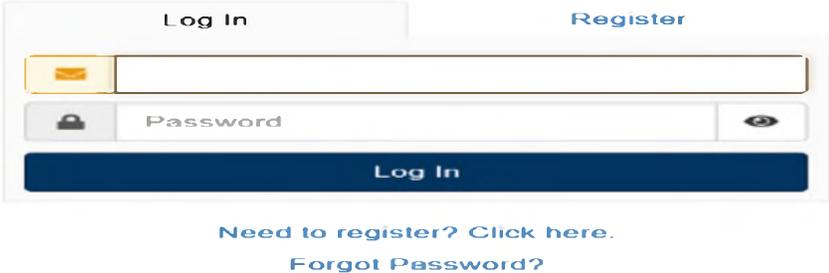
In addition, the site links back to Uvic Privacy policy and the Vikes Privacy Policy for this specific system:

<http://govikesgo.com/sports/2016/10/4/privacy-policy.aspx>

The current project PC0752 followed an upgrade to the University Tickets system. As a result, there has been an enhancement to the General Public sign up pages:

Welcome

[Log In](#) [Register](#)



The community patron registers with the Register tab (noted above), and are then prompted for an email address and password as well as opt in for communications. Note the password complexity meets the standards applied to Uvic NetLink passphrases

Registration is required so we can send your receipt and notify you of any changes to your events.

8-30 characters
 Contains at least one number
 Contains at least one capital letter

Receive email updates for upcoming events?

Yes

No

Register

Account creation requires users to provide phone, billing address (must match credit card for payment processing) and shipping address (if applicable). Disclosure statement as noted as the top for storage of personal information outside of Canada.

Access outside of Canada:

The Vikes University Tickets system is supported by the vendor, University Tickets. As such, all staff who provided support from the vendor are located outside of Canada. The vendor may be required to access information in the system if called upon to provide support. The vendor is bound by the [Signed Service Agreement](#) and Privacy Protection language in the contract initiated in 2015.

2.2 Data-linking Initiative

In FOIPPA, "data linking" and "data-linking initiative" are strictly defined. Answer the following questions to determine whether your initiative qualifies as a "data-linking initiative" under the Act. If you answer "yes" to all 3 questions, your initiative may be a data linking initiative. If so, you will need to comply with specific requirements under the Act related to data-linking initiatives.

Personal information from one database is linked or combined with personal information from another database;	No
The purpose for the linkage is different from those for which the personal information in each database was originally obtained or compiled;	No
The data linking is occurring between either (1) two or more public bodies or (2) one or more public bodies and one or more agencies.	No

2.3 Common or Integrated Program or Activity

In FOIPPA, "common or integrated program or activity" is strictly defined. Answer the following questions to determine whether your initiative qualifies as "a common or integrated program or activity" under the Act. If you answer "yes" to all 3 of these questions, you must comply with requirements under the Act for common or integrated programs and activities.

This initiative involves a program or activity that provides a service (or services);	Yes. The service provided is online ticket sales for Vikes Athletics events.
Those services are provided through: (a) a public body and at least one other public body or agency working collaboratively to provide that service; or (b) one public body working on behalf of one or more other public bodies or agencies;	No.
The common or integrated program/activity is confirmed by written documentation that meets the requirements set out in the FOIPP regulation.	n/a.

2.4 Personal Information Flow Diagram and/or Personal Information Flow Table

[[Describe the personal information flows]]

The UVic client registration and Event tickets data flow diagrams are included in the document [here](#).

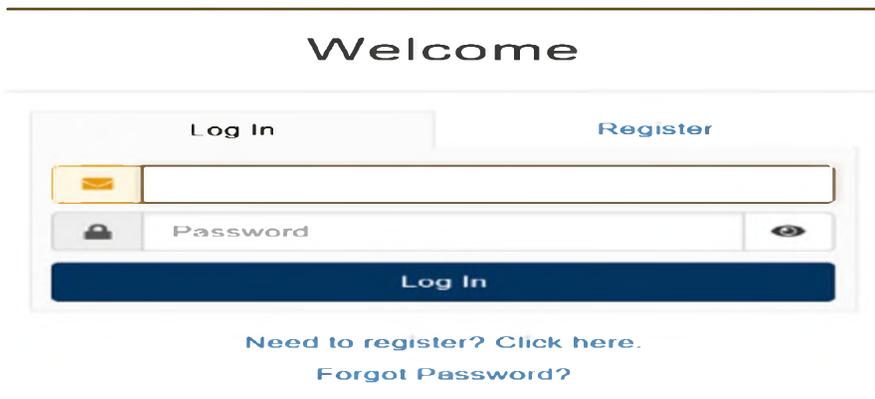
The personally identifiable information stored in the UniversityTickets system includes client contact information.

For University Of Victoria community members, the university discloses to the vendor, first name, last name, netlink, uvic affiliation, uvic recreation entitlement for clients who self-initiate a client registration process in the viketickets.universitytickets.com system. The information is only disclosed when a client opts to register and purchase a ticket from the online system.

Provided by the general public clients (name, address, email address, phone number).

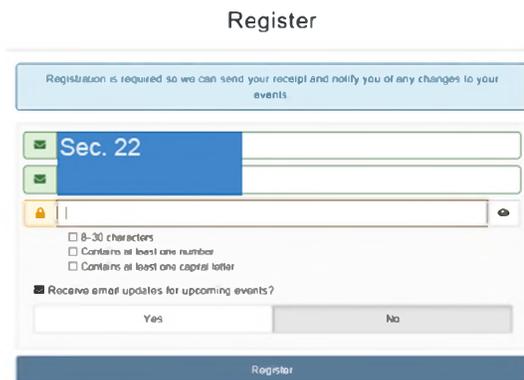
General Public user:

New users registers with the Register tab, and are then prompted for an email address and password as well as opt in for communications.



At account registration, the General Public user provides:

1. Email address
2. Create Password - note the password complexity is consistent with the NetLink password complexity.
3. Option opt in to receive email updates for upcoming events



The email address is validated against existing user accounts. A user may not create a new account for an existing email within the Vikes University Tickets system.

Account creation requires users to provide phone, billing address (must match credit card for payment processing) and shipping address (if applicable). Disclosure statement as noted as the top for storage of personal information outside of Canada.

Completion of General Public customer profile:

1. First Name

2. Last Name
3. Street Address
4. Postal Code
5. City
6. Province
7. OPTIONAL – Billing address if different from mailing/delivery address.

Account creation requires users to provide phone, billing address (must match credit card for payment processing) and shipping address (if applicable). Note: a disclosure statement provided to enforce messaging for storage of personal information outside of Canada.

All fields required unless otherwise indicated.

I want to purchase Vikes tickets through UniversityTickets.com and I consent to the storage of my personal information outside of Canada in accordance with the Vikes UniversityTickets Privacy Policy.

Customer Information Change Password

First Name: Tracey Last Name: Macneil

Email:

Receive email updates for upcoming events?

Phone:

Billing Ship here?

First Name: Tracey Last Name: Macneil

Address:

Postal Code:

City: Province: ▼

Shipping

First Name: Tracey Last Name: MacNeil

Address:

Postal Code:

City: Province: ▼

UVic Community User profile:

The UVic community member who opts to use the UVic Single Sign on Service has the following data flow:

1. Select UVic community login.
2. Signs into the UVIC CAS login service with UVIC NetLink ID and Passphrase (the Netlink@uvic.ca is provided to the vendor, the uvic Passphrase is not provided)
3. At first sign in, user is presented with the Terms of Use for the University Tickets Service. (see [Appendix 1](#))
4. Upon consent of the terms, the user is presented with an information release consent form which displays the information the University will release (First Name, Last Name, netlink@uvic.ca, uvic affiliation and uvic recreation entitlement).
5. At the time of single sign on, we determine if the student, faculty, staff or retiree has a UVic Vikes recreation entitlement and is therefore entitled to special ticket pricing when the client signs in to VikesTickets.UniversityTickets.com. The affiliation, combined with the recreational entitlement determines the mapping to the appropriate customer type in the vikestickets.universitytickets.com system.

6. If the UVIC user consents (either of the first two options in the screen below) their information (name, netlink id, affiliation and recreation entitlement) is disclosed to the vendor UniversityTickets

Information Release Consent

Information release consent is required to access the **VikesTickets Service**

Service description

The online ticketing service for all Vikes! University of Victoria.

Visit the [Additional information](#) about the service.

Information to be Provided to Service	
First Name	Tracey
Last Name	MacNeil
Unique Name 	tmacneil@uvic.ca
eduPersonEntitlement 	urn:mace:uvic.ca:athletics:vikesrec-staff

View [Appropriate & Responsible Use Policy](#) of the service.

Consent options

* Indicates required field

The information above will be shared according to the consent duration selected below:

Consent duration: *

- Ask me again at next login
 - I agree to send my information this time
- Ask me again if information to be provided to this service changes
 - I agree that the same information will be sent automatically to this service in the future

[Decline](#)

[Submit](#)

7. As above for the [general public customer profile](#), the UVIC community member must complete the customer profile page with all fields, including address and phone number.

First Name and Last Name are prepopulated in the University Tickets user profile for the initial client profile creation. University Of Victoria community member must complete all of the remaining required fields.

The customer ID (not shown) is linked to the user's Unique Name [netlinkID@uvic.ca](#) and their eduPersonAffiliation (ie student, staff, etc) combined with their eduPersonEntitlement (ie the Vikes Recreation entitlement) determines the default user type in the University Tickets system.

As above for the General Public user, the University Of Victoria community member is prompted to complete the user profile page to finalize registration in the University Tickets system.

User Database mapping for Active University of Victoria of Victoria community

At the time of single sign on implementation, the existing University Tickets user database of 2279 users was mapped to the link a subset of users (412 in total) to their [netlinkID@uvic.ca](#) . This mapping provides the unique name identifier in the University Tickets customerID field for Single Sign On (SSO).

The mapping was required to facilitate the Single Sign on user experience and to ensure the University Of Victoria community members were not prompted to create a new user login where one already existed.

Data flow diagrams for Client Login and Ticket Purchase



UTIX data flow
diagram - client logir

See also [Appendix 2](#) for sample ticket purchase screens in University Tickets

Credit Card processing

Online purchases of tickets are managed by the University Tickets vendor using the University of Victoria's merchantID. Vendor Credit Card PCI compliance documents were provided during the initial implementation of this project and are referenced here.



2015-10
UniversityTickets PCI



2015-06 PCI AOC.pdf

2.5 Risk Mitigation Table

[[Identify any privacy risks associated with the initiative and the mitigation strategy for each privacy risk. Consult the University Risk [Likelihood](#) and [Impact](#) scales to complete the Likelihood and Impact ratings for each risk.]]

Signed service agreement and Privacy Protection schedule from vendor contract signed in December 2015. The risk mitigation items below can be linked back to the enclosed service agreement and privacy protection schedule.



Signed Service Agreement and Priva

ID	Risk Description	Probability (1-5)	Impact (1-5)	Risk Mitigation Measures (reduce probability and/or impact)
1	Lack of legal authority to collection, use or disclose PII	1	1	Accept. Legal authority to collect personal information is provided by the University Act. Mitigate: The vendor has been contractually obliged to abide by FIPPA in section 24 of the signed contract. Additionally, sections 3-5,15 and 16 in the signed privacy protection schedule (PPS)
2	Unauthorized collection of PII by authorized individuals/processes/systems	1	1	Accept. All direct data entry into this system will be made by clients. Mitigate: Included in sections 3-5,13 in the signed privacy protection schedule (PPS)
3	Excessive collection of PII by authorized individuals/processes/systems	1	1	Accept. All direct data entry into this system will be made by clients. Mitigate: Included in sections 3-5,13 in the signed privacy protection schedule (PPS)
4	Inappropriate or unauthorized use of PII by authorized individuals/processes/systems	1	1	Accept. All direct data access will be used in the completion of a transaction and / or delivery of the electronic tickets. Mitigate: Included in section 15 in the signed privacy protection schedule (PPS)
5	Unauthorized disclosure by individuals/processes/systems	1	1	Accept. All direct data access will be retained in the University Tickets system and will not be shared with other parties. Mitigate: Included in section 16 in the signed privacy protection schedule (PPS)
6	Creation of new PII by data matching	1	1	Mitigate. Potential for unauthorized matching mitigated by fixed nature of integration with UVic Identity management systems. Mitigate: Included in section 15 in the signed privacy protection schedule (PPS)
7	Unauthorized tracking of individuals through transaction monitoring	1	2	Mitigate. Ensure clients opt in to any loyalty program. The system has the capability of tracking transaction history to reward high volume clients through a client loyalty program.
8	Data stored outside of Canada and in the public cloud	3	3	Mitigate. Disclose to clients that data is stored in a system outside of Canada but not stored in a public cloud.

				Mitigate: Included in section 13 in the signed privacy protection schedule (PPS).
9	Data retention beyond prescribed timeline	3	3	Mitigate. Project will investigate options for maintaining compliance with Directory of Records (DoR) data retention requirements. Mitigate: Included in section 14 in the signed privacy protection schedule (PPS)
10	Risk of increased surveillance	1	2	Same as 7 above.
11	Unauthorized use as a records repository	1	1	Accept. This solution is designated as a records repository for the University Tickets solution. Mitigate: Included in section 15 in the signed privacy protection schedule (PPS)
12	Public perception	1	1	Accept. The use of an electronic ticketing system would be expected by the general public and the campus community as it represents a widely accepted approach to ticketing solutions. Mitigate: Included in section 15 and 16 in the signed privacy protection schedule (PPS)
13	Use of existing PII data in a new system or business process	3	3	Accept. This information will be used for the stated purpose of completing an event ticket transaction and data collected is required to complete the transaction.

3.0 Security of Personal Information



University Tickets -
UVic SaaS Security Cc

3.1 Please describe the physical security measures related to the initiative (if applicable).

n/a

3.2 Please describe the technical security measures related to the initiative (if applicable).

Implementation of Single Sign On for this system involved the use of Shibboleth, which is the standard approach used for all externally authenticated services. This approach is documented in the [UVic Online Wiki](#).

3.3 Does your department rely on security policies other than the Information Security Policy?

No

3.4 Please describe any access control and/or ways in which you will limit or restrict unauthorized changes (such as additions or deletions) to personal information.

Access to the system is limited to University of Victoria Athletics and Recreation staff who require access as part of their job function as well as support staff from University Systems.

Athletics and Recreation staff have a procedures manual to address use of the system, including any and all changes to personal information.

3.5 Please describe how you track who has access to the personal information.

Athletics and Recreation membership services administrator in conjunction with the Vikes Events coordinator are responsible for tracking who has access to the personal information in the system.

4.0 Accuracy/Correction/Retention of Personal Information

4.1 How is an individual's information updated or corrected? If information is not updated or corrected (for physical, procedural or other reasons) please explain how it will be annotated? If personal information will be disclosed to others, how will the university notify them of the update, correction or annotation?

An individual with records in the system has full access to update their own personal information. The individual creates their personal record and can update directly from the system.

4.2 Does your initiative use personal information to make decisions that directly affect an individual(s)? If yes, please explain.

No

4.3 If you answered "yes" to question 4.2, please explain the efforts that will be made to ensure that the personal information is accurate and complete.

n/a

4.4 If you answered "yes" to question 4.2, do you have approved records retention and disposition schedule that will ensure that personal information is kept for at least one year after it is used in making a decision directly affecting an individual?

n/a

Records Retention and the University Of Victoria Directory of Records (DOR)

Retention rules are under development within the directory of records and require further input outside the scope of this PIA. References to the applicable retention policies are noted here for future development.

- The customer record and the event attendance record at an athletics event are classified under the Athletic Services section of the DOR.
 - Retention rule: TBD
 - Recommendation: For record retention, an anonymized stat report of attendance would form part of the event (history) file. There is no established retention rule for Events at this point. Attendance is classified as pertaining to the "Event" administration rather than "Tickets" function.
- Ticket purchases in the vikestickets.universitytickets.com system fall under the records classification of Financial Transactions – cashier records.
 - Retention rule: Primary office: Keep cash receipts, cash reports, bank deposit slips for 7 years.
 - Disposition rule: Secure destruction.
- Ticket purchase activity and the customer database list may, in future, be used as a marketing tool for the Vikes Athletics loyalty program. The classification for this record is under Athletic Services.
 - Retention rule: TBD

5.0 Further Information

5.1 Does this initiative involve systematic disclosures of personal information? If yes, please explain.
No. The only personal information disclosed is on an individual basis after the individual has consented to information release of their record (first name, last name, netlink@uvic.ca, affiliation and recreation entitlement)

Information Sharing Agreement – Required Information	
Description	
Primary department involved	
All other departments involved	
Business contact title	
Business contact telephone number	
Indication of whether or not personal information is involved	
Start date	
End date (if applicable)	

5.2 Does the program involve access to personally identifiable information for research or statistical purposes? If yes, please explain.
No

5.3 Will a personal information bank (PIB) result from this initiative?
No.

5.0 Comments and Signatures

Chief Information Officer: Wency Lum

Comments:	
Date:	
Sign-Off:	

Administrative Authority: Michelle Peterson, Associate Director, Finance and Operations
UVic Athletics and Recreation Services

Comments:	
Date:	
Sign-Off:	

Portfolio Manager: Scott Thompson, UVic Online Director

Project Comments:	
Date:	

Sign-Off:	
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Consultation Checklist

IT Projects

The following leaders in each functional area can refer you to an appropriate subject matter expert to help develop the technical elements of your project plan and ensure it is complete.

Service Area	Impact? (Y/N)	Leader	Expert Consulted	Date of Consultation
Office of the CIO		Wency Lum		
Systems General Office		Chandra Beaveridge		
Client Technologies		Lance Grant		
Desktop Support Services		David Street		
Computer Help Desk		Marcus Greenshields		
Academic & Admin Services		Nav Bassi		
Client Account Managers		Scott Thompson		
Production and Technical Support		Rizwan Bashir		
Development Services		Ivan Petrovic		
UVic Online	Y	Scott Thompson		
Data Centre Services		Kim Lewall		
Network Services		Jane Godfrey		
Infrastructure Services		Ron Kozsan		
Information Security Office	Y	Eric van Wiltenburg		
Project Management Office		Chandra Beaveridge		

Other Projects and Consultation

Department/Unit	Expert Consulted	Comments	Date of Consultation
Privacy Office	Bill Trott		Sept 17, 2018
University Archives	Dave Young		Sept 17, 2018

Revision History

Version	Date	Author	Comments
0.1	21-Aug-15	Tracey MacNeil	Initial draft
0.2	25-Aug-15	Garry Sagert	Feedback / comments
0.3	24-Sept-15	Tracey MacNeil	Updates
0.4	27-Oct-15	Tracey MacNeil	Updates
0.5	27-Oct-15	Tracey MacNeil	Removed references to UVIC student and employee accounts created in the system. System will operate 'stand alone' for the launch.
0.6	16-Nov-15	Garry Sagert	Updates
0.7	04-Dec-15	Nav Bassi	Updates

1.0	10-Aug-17	Tracey MacNeil	Minor updates to reflect the production state, include updated URLs and privacy linkages and remove all references to the UBC implementation of University Tickets.
1.1	28-Aug-18	Tracey MacNeil	Transferred PIA to new template. Updated PIA to reflect the change to include UVic SSO.
1.2	13-Sept-18	Tracey MacNeil	
1.3	17-Sept-18	Tracey MacNeil and Bill Trott	Updates to document to reflect recommended changes on personal information release and risk mitigation steps per discussions with Bill Trott.
1.4	Feb 11, 2019	Tracey MacNeil	Accepted all format changes and text changes. Updated the information release consent screen shot and added 'on servers Sec. 15 - Disclosure harmful to law enforcement terms of use as per discussion with Bill Trott.

Terms of Use (ToU)

VikesTickets Terms of Use

Version 1.0

Last Updated July 27, 2018

The VikesTickets.UniversityTickets Service at University of Victoria is provided in support of University Of Victoria Vikes Athletics and Recreation Services. The following agreement ("Agreement") describes the terms on which you may access and use the VikesTickets.UniversityTickets service ("Service"). In order to become or continue as a user of this Service, you must read and accept all of the terms and conditions of this agreement. If you do not agree to be bound by the terms of this Agreement, you must not use or access the Service.

Your use of this Service is voluntary. Tickets to UVic varsity games are available for gated sports (basketball, women's field hockey, men's rugby and soccer) both at the venue and in advance at the CARSA Membership Services Desk in the CARSA Main Lobby.

We reserve the right to modify this Agreement at any time, and without prior notice, by posting amended terms for acceptance on this site. Your continued use of the VikesTickets.UniversityTickets Service indicates your acceptance of the amended User Agreement.

Information Disclosure

By using the VikesTickets.UniversityTickets Service, you agree to make your contact information available to VikesTickets.UniversityTickets administrators who are located in U.S for the purpose of support and system administration. You should not add or share personal or private information about yourself that you do not wish others to see. Any personal information that you publish about others must already be publically available, presented by the third party in context, or you must have written consent from the individual prior to publishing it.

Customer data, ticket purchases and credit card data will be stored outside of Canada, on servers located in an [Sec. 15 - Disclosure harmful to law enforcement](#) VikesTickets.UniversityTickets.com (the VikesTickets.UniversityTickets Service is provided by UniversityTickets.com) employees and subcontractors ("Customer Support Staff") will not access the customer data from outside Canada, except (a) when authorized by the Customer for the purpose of implementing, maintaining, repairing, troubleshooting or upgrading the customer's account or the Services ("Customer Support Services"), or (b) for data recovery purposes in the event of a system failure. Customer Support Staff will only ask for authorization to access the data as a last resort, after exploring every reasonable alternative. After receiving such authorization, Customer Support Staff will only access as much data as required to perform the Customer Support Services and will limit the period of access to the minimum time necessary.

University Policy

Use of the VikesTickets.UniversityTickets Service is subject to the following University of Victoria policies and guidelines:

- [IM7200 - Acceptable Use of Electronic Information Resources Policy](#)
- [GV0235 - Protection of Privacy Policy](#)
- [IM7700 - Records Management Policy - Fair Dealing Guidelines](#)
- [IM7800 - Information Security Policy](#)

Access

The VikesTickets.UniversityTickets Service is available via single sign-on to students, employees, faculty, retirees and affiliates at the University of Victoria with a primary NetLink ID. Upon leaving the University, you will lose access to your account if your Netlink ID is locked. If you would like assistance migrating to a different account, or service, or exporting your information please contact the UVIC Carsa Membership Services Desk for assistance. Access to the Service is also available to community members via an email registration link from the registration linkon <https://vikestickets.universitytickets.com/w/default.aspx>.

Support

All support for the VikesTickets.UniversityTickets Service, is provided by CARSA Membership Services. Requests for

20/22

VikesTickets.UniversityTickets support can be made by directly contacting 250-472-4000. CARSA Membership Services provides support for ticket purchases, membership questions and technical issues. In using this service, you consent to receive communications including notices, announcements, feedback, support or other information from Vikes Recreation Services. Vikes Recreation Services may provide all such communications by email or by posting them as a notice on the govikesgo site.

VikesTickets.UniversityTickets

The VikesTickets.UniversityTickets Service is provided by universitytickets.com and use of the VikesTickets.UniversityTickets Service at the University of Victoria is subject to the Services Agreement, Terms of Service, and Privacy Policy of VikesTickets.UniversityTickets. These documents may change without notice from the University of Victoria or UniversityTickets.com. These Terms of Service are subject to change at any time without prior notice. All users must agree to any amendments to the Terms of Service to continue use of this service.

Disclaimer

The University of Victoria will endeavour to ensure that the VikesTickets.UniversityTickets Service is available 24 hours a day; however, access to this site may be suspended temporarily and without notice in circumstances of system failure, maintenance or repair or for reasons beyond the control of the University of Victoria. The VikesTickets.UniversityTickets pages may contain links to other websites outside the control of the University of Victoria; the University of Victoria is not responsible for the content of these sites. The University of Victoria provides no guarantee on the availability of content linked within the VikesTickets.UniversityTickets Service. References and links to any website must not be taken as an endorsement by the University of Victoria. Content posted within the VikesTickets.UniversityTickets Service must not be taken as an endorsement by the University of Victoria.

Appendix 2 - Basic Ticket purchase flow:

After login, clients select an event and choose 'Get Tickets'



Choose ticket types and quantities:

Ticket Options		
Tickets		
Ticket Type	Price	Quantity
Adult	\$8.00	<input type="text" value="1"/>
Senior/Other Student/Alumni	\$7.00	<input type="text" value="0"/>
Child (ages 3-18)	\$6.00	<input type="text" value="0"/>
Family 4 Pack	\$5.00	<input type="text" value="0"/>

Find Tickets

Choose a delivery method:

Details: Tickets, Adult x 1

Will Call (No Charge)

E-Ticket (No Charge)

Delivery method

Choose a Delivery Method

Provide a credit card and select checkout:

TRACEY MACNEIL

Credit Card Number VISA

Expiration Date
Month / Year

Security Code
Last 3 digits on back of card.

Checkout

By clicking [Checkout], you agree to the [Purchase Policy](#).