

## GIGPIG

### PRIVACY AND COOKIE NOTICE

(Last updated June 2022)

1. INTRODUCTION	
Who are we?	GigPig Ltd (" <b>GigPig</b> ", " <b>we</b> ", " <b>us</b> ", and " <b>our</b> ") is a company incorporated in the United Kingdom with company number 13994282 and registered address Unit 22 Field Farm Business Centre, Launton, Bicester, United Kingdom, OX26 5EL. Where we decide the means or purpose of processing personal data, we are the "controller."
What's this notice about?	<p>This notice covers processing activities relating to the following:</p> <ul style="list-style-type: none"><li>• our website <a href="https://gigpig.uk">https://gigpig.uk</a> (the "<b>Website</b>"); and</li><li>• any services which relate to the Website (the "<b>Platform Services</b>")</li></ul> <p>(together, the "<b>Platform</b>").</p> <p>We process the following individuals' personal data in relation to the Platform:</p> <ul style="list-style-type: none"><li>• artists who feature on the Platform, who have registered an interest in featuring on the Platform or who have been contacted in relation to featuring on the Platform (the "<b>Artists</b>"); and</li><li>• the employees, contractors or other personnel of venues who feature on the Platform, who have registered an interest in featuring on the Platform or who have been contacted in relation to featuring on the Platform (the "<b>Venue Personnel</b>" and "<b>Venues</b>" respectively),</li></ul> <p>The Platform allows:</p> <ul style="list-style-type: none"><li>• Artists to use our Platform to create a profile and accept bookings; and</li><li>• Venues to use our Platform to create a profile in order to discover Artists available for bookings and manage bookings.</li></ul> <p>We update this notice from time to time so please check back in.</p>
How do you contact us? <i>(if you have questions about this notice or to exercise your rights)</i>	<p>Write to us at: <a href="mailto:support@gigpig.uk">support@gigpig.uk</a></p> <p>If we can't resolve your issue, you can also get in touch with the Information Commissioner's Office: <a href="https://ico.org.uk/concerns">https://ico.org.uk/concerns</a> (or if you live in a European country <a href="mailto:privacy@gigpig.uk">privacy@gigpig.uk</a> other than the UK, you can submit a complaint to the supervisory authority in your country).</p>

## 2. HOW WE USE PERSONAL DATA

Personal data	How we use it	Sources and recipients
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<p><u>Enquiry Data</u></p> <p>We collect the following categories of personal data in relation to Artists and Venue Personnel to respond to enquiries relating to the Platform:</p> <ul style="list-style-type: none"> <li>• name;</li> <li>• contact details; and</li> <li>• other personal data sent as part of enquiries.</li> </ul>	<p><u>Legal basis</u></p> <p>We process this personal data using the following legal basis:</p> <ul style="list-style-type: none"> <li>• in accordance with the terms of our contract with Artists and Venues or to take steps at their request prior to entering into a contract with them, where we need this information to provide the Platform; and</li> <li>• to pursue our legitimate interests of understanding how Artists and Venues use the Platform and of improving our Platform.</li> </ul>	<p><u>Sources</u></p> <p>We collect this information directly from the relevant Artist or Venue Personnel.</p> <p><u>Recipients</u></p> <p>We share some of this information with LiveChat, Inc to allow them to operate our customer service operations.</p>
<p><u>Venue Personnel Data</u></p> <p>We collect the following categories of personal data in relation to Venue Personnel to onboard them onto the Platform, provide them with access to the Platform and provide the Platform Services:</p> <ul style="list-style-type: none"> <li>• names;</li> <li>• email address; and</li> <li>• mobile phone number.</li> </ul>	<p><u>Legal basis</u></p> <p>We process this personal data in accordance with the terms of our contract with the relevant Venue or to take steps at the request of the relevant Venue prior to entering into a contract with it, as described in further detail at <a href="https://gigpig.uk/legal/terms_venues.pdf">https://gigpig.uk/legal/terms_venues.pdf</a>.</p>	<p><u>Sources</u></p> <p>We collect this information directly from the relevant Venue Personnel (or colleagues of the relevant Venue Personnel).</p> <p><u>Recipients</u></p> <p>We share some of this information with Stripe, Inc for the purpose of them managing our payments processes.</p> <p>We share some of this information with Auth0, Inc for the purpose of them providing security login services.</p>
<p><u>Artist Data</u></p> <p>We collect the following categories of personal data in relation to Artists to onboard them onto the Platform, provide them with access to the Platform and provide the Platform Services:</p> <ul style="list-style-type: none"> <li>• names;</li> <li>• addresses;</li> <li>• email address;</li> <li>• mobile phone number;</li> <li>• links to social media profile pages;</li> <li>• location information (using the Artist's postcode data);</li> <li>• photographs;</li> <li>• videos of the Artist's work;</li> <li>• information on the Artist's work such as the genre, type and style of their music.</li> </ul>	<p><u>Legal basis</u></p> <p>We process this personal data in accordance with the terms of our contract with the relevant Artist or to take steps at the request of the relevant Artist prior to entering into a contract with them, as described in further detail at <a href="https://gigpig.uk/legal/terms_artist.pdf">https://gigpig.uk/legal/terms_artist.pdf</a>.</p>	<p><u>Sources</u></p> <p>We collect this information directly from the relevant Artist, their agent or other representative and publicly accessible sources (such as social media platforms).</p> <p><u>Recipients</u></p> <p>We share some of this information with Stripe, Inc for the purpose of them managing our payments as our payment providers.</p> <p>We share some of this information with Auth0, Inc for the purpose of them providing security login services.</p>

<p><u>Marketing Data</u></p> <p>We collect the following categories of personal data in relation to Venue Personnel and Artists for the purpose of sending them our newsletter and letting them know about news and updates relating to us, the Platform, the Venues, the Artists, our other partners and related services:</p> <ul style="list-style-type: none"> <li>• name;</li> <li>• contact information (such as email address);</li> <li>• marketing preferences;</li> <li>• total spend in relation to the Platform;</li> <li>• sign-up date to our Platform; and</li> <li>• whether they are Venue Personnel or an Artist.</li> </ul>	<p><u>Legal basis</u></p> <p>We process this personal data using the legal basis of the Artist's or Venue Personnel's consent.</p> <p><u>More Information</u></p> <p>Artists or Venue Personnel can withdraw their consent at any time by dropping us a line or clicking on the unsubscribe link in our emails.</p>	<p><u>Sources</u></p> <p>We collect this information directly from the relevant Artist or Venue Personnel (or colleagues of the relevant Venue Personnel).</p> <p><u>Recipients</u></p> <p>We share some of this information with SendGrid (Twilio, Inc) for the purpose of them managing our email marketing</p>
<p><u>Analytics Data</u></p> <p>We collect the following categories of personal data in relation to Venue Personnel and Artists to understand how many people visit, where they come from and how they interact with our Platform, to help us improve and maintain our Platform and address bugs:</p> <ul style="list-style-type: none"> <li>• IP address;</li> <li>• browser type and version;</li> <li>• time-zone preferences;</li> <li>• device make, operating system and settings;</li> <li>• clickstream to, through and from our Platform;</li> <li>• page response times;</li> <li>• errors;</li> <li>• scrolling, clicks and mouse-overs data;</li> <li>• methods used to leave the Platform;</li> <li>• pages visited; and</li> <li>• length of visits to the Platform.</li> </ul>	<p><u>Legal basis</u></p> <p>We process this personal data using the legal basis of the Artist's or Venue Personnel's consent.</p> <p><u>More information</u></p> <p>You can find out more about how Google uses data by <a href="#">clicking here</a>.</p> <p>Artists or Venue Personnel can withdraw their consent for Google Analytics by using the following link: <a href="#">Google Analytics</a>.</p>	<p><u>Sources</u></p> <p>We collect this information using Google's services to collect the data.</p> <p><u>Recipients</u></p> <p>We may use Platform such as Google Ads (Google LLC), Twitter Inc and Facebook (Meta Platforms, Inc) to provide retargeted advertisements, indirectly through their Platform.</p>

### 3. COOKIES, ANALYTICS AND SIMILAR TECHNOLOGIES

Cookies, pixels and other technologies store and access data on devices to help websites and apps work. This table explains their purpose, how long they last, and who else can access their data. We get consent to use them unless they're essential to the Platform.

Most browsers allow control over cookies, for more information: [Google Chrome](#) | [Microsoft Edge](#) | [Mozilla Firefox](#) | [Microsoft Internet Explorer](#) | [Opera](#) | [Apple Safari](#).

Cookie/data	Duration	Purpose	Access
_ga	2 years	Used to distinguish between Artists and Venue Personnel anonymously.	We use Google Analytics, and Artists and Venue Personnel can access their privacy notice <a href="#">here</a> .
_gid	24 hours	Used to distinguish between Artists and Venue Personnel anonymously.	We use Google Analytics, and Artists and Venue Personnel can access their privacy notice <a href="#">here</a> .
_ga_224314503-1	2 years	Used to persist session state.	We use Google Analytics, and Artists and Venue Personnel can access their privacy notice <a href="#">here</a> .
_gac_gb_224314503-1	90 days	Contains campaign related information. If an Artist or Venue Personnel has linked their Google Analytics and Google Ads accounts, Google Ads website conversion tags will read this cookie unless they opt-out.	We use Google Analytics, and Artists and Venue Personnel can access their privacy notice <a href="#">here</a> .
_ce.s	5 years	Records anonymous usage activity on the Platform to help define common user patterns to improve functionality and content development in the future.	We use Crazy Egg, and you Artists and Venue Personnel access their privacy notice <a href="#">here</a> .
auth0.[unique].is.authenticated.	5 minutes	Used to persist logins to the Platform.	We use Auth0, and Artists and Venue Personnel can access their privacy notice <a href="#">here</a> .
__livechat _livechat_lastvisited_gcl_auc2_cid _lc2_cst_lcl_cid _lc_cst	Persistent	Used to provide live chat functionality for pre-sales, customer support and general business enquiries. Unless an Artist or Venue Personnel provides personal data in chat, or the optional pre-chat form, then none is captured.	We use LiveChatInc, and Artists and Venue Personnel can access their privacy notice <a href="#">here</a> .

#### 4. DATA RETENTION, TRANSFERS AND DISCLOSURE

How long do we keep personal data?	<p>We will only keep personal data for as long as it is necessary to do so.</p> <p>Specifically:</p> <ul style="list-style-type: none"> <li>We will only retain Artist Data, Venue Personnel Data and Analytics Data for two years from the last time the Artist or Venue Personnel logged in to our Platform, unless some data is necessary to be retained in order for us to comply with our legal obligations.</li> </ul>
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	<ul style="list-style-type: none"> <li>We will only retain Marketing Data until the Artist or Venue Personnel has opted-out of marketing communications.</li> </ul>
Transfers	<p>The personal data described in this notice is generally stored in the UK or European Economic Area. Where we use data processors outside the UK and European Economic Area, and transfer personal data to a country which the European Commission or the Information Commissioner's Office in the UK (the "ICO") does not provide an adequate level of protection, we use contracts approved by the European Commission or the ICO which give personal data protection similar to that which it has in Europe and the UK (as applicable). For more information drop us a line using the contact details at the start of this notice.</p>
Disclosure	<p>Other than as set out above, we may disclose personal data described in this notice:</p> <ul style="list-style-type: none"> <li>Where required by law, government, competent authorities or the courts or to establish, exercise or defend our legal rights, and for the purposes of preventing crime and fraud (for example, we may share personal data with our professional advisors, investigators, or credit reference agencies).</li> <li>With suppliers and subcontractors, as necessary for the purposes set out in this notice.</li> <li>If involved in an investment, merger, acquisition, or sale of our organisation or assets, personal data we hold may be shared on the basis of the legitimate interests of us, our shareholders, customers and other parties to a transaction, unless those interests are outweighed by prejudicial impacts upon the Artist or Venue Personnel (as applicable).</li> </ul>

5. DATA SUBJECT RIGHTS	
The right to rectification	<p>Artists and Venue Personnel have the right to request a copy of the personal data we hold about them and to have any inaccuracies corrected.</p> <p>We will use reasonable efforts to the extent required by law to supply, correct or delete personal data held about Artists and Venue Personnel on our files (and with any third parties to whom it has been disclosed to).</p>
The right to object	<p>Artists and Venue Personnel can ask us to restrict, stop processing, or to delete their personal data if:</p> <ul style="list-style-type: none"> <li>they consented to our processing the personal data, and have withdrawn that consent;</li> <li>we no longer need to process that personal data for the reason it was collected;</li> <li>we are processing that personal data because it is in the public interest or it is in order to pursue a legitimate interest of ours or of a third party, they don't agree with that processing and there is no overriding legitimate interest for us to continue processing it;</li> <li>the personal data was unlawfully processed;</li> <li>they need the personal data to be deleted in order to comply with legal obligations; or</li> <li>the personal data is processed in relation to the offer of a service to a child.</li> </ul>
The right to data portability	<p>Artists and Venue Personnel have a right to obtain a machine-readable copy of their personal data, which they can use with another service provider.</p> <p>If we are processing data in order to perform our obligations to Artists or Venue Personnel, or because they consented, or if that processing is carried out by automated means, we will help them to move, copy or transfer their personal data to other IT systems.</p> <p>If Artists or Venue Personnel request, we will supply them with the relevant personal data in a commonly used, machine-readable and interoperable format. Where it is technically feasible, they can ask us to send this Information directly to another IT system provider if they prefer.</p>

<p>The right to make a complaint to a supervisory authority</p>	<p>If Artists and Venue Personnel are unhappy with the way we are processing their personal data, they can contact us using the contact details provided in this notice.</p> <p>If Artists or Venue Personnel do not agree with the way we have processed their personal data or responded to their concerns, an alternative is to submit a complaint to a data protection supervisory authority. In the UK, this is the Information Commissioner's Office with whom we are registered: <a href="https://ico.org.uk/concerns">https://ico.org.uk/concerns</a>, or they can submit a complaint to the supervisory authority in their country.</p>
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