

GIGPIG

PRIVACY AND COOKIE NOTICE

(Last updated October 2023)

1. INTRODUCTION	
Who are we?	GigPig Ltd (" GigPig ", " we ", " us ", and " our ") 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">• our website https://gigpig.uk (the "Website"); and• any services provided via the Website, including enabling venues and bookers to discover and book artists for gigs, and giving artists a platform to find, play and get paid for gigs (the "Platform Services") <p>(together, the "Platform").</p> <p>We process the following individuals' personal data in relation to the Platform:</p> <ul style="list-style-type: none">• artists who feature on the Platform, or who have registered an interest in featuring on the Platform (the "Artists"); and• the employees, contractors or other personnel of venues who feature on the Platform, or who have registered an interest in featuring on the Platform (the "Venue Personnel" and "Venues" respectively), <p>The Platform allows:</p> <ul style="list-style-type: none">• Artists to use our Platform to create a profile and accept bookings; and• Venues to use our Platform to create a profile in order to discover Artists available for bookings and manage bookings. <p>We update this notice from time to time so please check back in.</p>
How do you contact us? (if you have questions about this notice or to exercise your rights)	<p>Write to us at: support@gigpig.uk</p> <p>If we can't resolve your issue, you can also get in touch with the Information Commissioner's Office: https://ico.org.uk/concerns (or if you live in a European country privacy@gigpig.uk 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
<u>Enquiry and Message Data</u>	<u>Purpose of Processing and Legal basis</u>	<u>Sources</u>

<p>We collect the following categories of personal data in relation to Artists and Venue Personnel:</p> <ul style="list-style-type: none"> • name; • contact details; • other personal data sent as part of enquiries; and • logs of service messages sent by Gigpig to Artists and Venues*. <p><i>*Note: Artists and Venues are not able to respond to such messages in-Platform.</i></p>	<p>We process this information to respond to enquiries relating to the Platform, and to record the messages broadcast to Venues and Artists.</p> <p>We process this personal data using the following legal bases:</p> <ul style="list-style-type: none"> • in accordance with the terms of our contract with Artists 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/or • to pursue our legitimate interests of responding to Artist and Venue requests and questions, broadcasting service messages to Artists and Venues, understanding how Artists and Venues use the Platform and of improving our Platform. 	<p>We collect this information directly from the relevant Artist or Venue Personnel.</p> <p><u>Recipients</u></p> <p>We send service messages to Artists and Venues via a third party tool, Intercom.</p>
<p><u>Venue Personnel Data</u></p> <p>We collect the following categories of personal data in relation to Venue Personnel:</p> <ul style="list-style-type: none"> • names; • email address; • mobile phone number; and • Venue they are associated with, and whether such Venue has been brought to the Platform via, or used in connection with, one of our Platform Partners. 	<p><u>Purpose of Processing and Legal basis</u></p> <p>We process this information to onboard Venue Personnel onto the Platform, provide them with access to the Platform and provide the Platform Services.</p> <p>We also process Venue Personnel Data for the purpose of collaborating on the provision of online booking services with our Platform Partners (as defined in Section 4 below).</p> <p>For these processing activities, we rely on our legitimate interests, being:</p> <ul style="list-style-type: none"> • to provide the Platform Services to Venues, via their Venue Personnel, • improve our Platform for Artists and Venues, including via our collaboration with Platform Partners (specifically, in respect of the online booking services provided by expanding the Artists and Venues available on the Platform) and • developing our business. 	<p><u>Sources</u></p> <p>We may collect this information directly from the relevant Venue Personnel (or colleagues of the relevant Venue Personnel).</p> <p>We may also collect this information from our Platform Partners, in respect of Venue Personnel working for Venues which have been uploaded/onboarded to the Platform in connection with our collaboration with our Platform Partners.</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>We may share this information with our Platform Partners in connection with our collaboration with our Platform Partners on the provision of online booking services.</p>
<p><u>Artist Data</u></p>	<p><u>Purpose of Processing and Legal basis</u></p>	<p><u>Sources</u></p>

<p>We collect the following categories of personal data:</p> <ul style="list-style-type: none"> • names; • addresses; • email address; • mobile phone number; • links to social media profile pages; • location information (using the Artist's postcode data); • photographs; • videos of the Artist's work; • information on the Artist's work such as the genre, type and style of their music; • whether an Artist has been brought to the Platform via, or used in connection with, one of our Platform Partners. 	<p>We process this information to upload and onboard Artists onto the Platform, provide them with access to the Platform and provide the Platform Services.</p> <p>We also process Artist Data for the purpose of collaborating on the provision of online booking services with our Platform Partners.</p> <p>Where the Artist is an individual, we undertake certain of these processing activities on the legal basis of performance of 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 https://gigpig.uk/legal/gigpig_terms_artists.pdf.</p> <p>Otherwise, we rely on our legitimate interests, being:</p> <ul style="list-style-type: none"> • to provide the Platform Services to Artists; • improve our Platform for Artists and Venues, including via our collaboration with Platform Partners (specifically, in respect of the online booking services provided by expanding the Artists and Venues available on the Platform); and • developing our business. 	<p>We may collect this information directly from the relevant Artist, their agent or other representative and publicly accessible sources (such as social media platforms).</p> <p>We may also collect this information from our Platform Partners, in respect of Artists which have been uploaded/onboarded to the Platform in connection with our collaboration with our Platform Partners.</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>We may share this information with our Platform Partners in connection with our collaboration with our Platform Partners on the provision of online booking services.</p>
<p><u>Analytics Data</u></p> <p>We collect the following categories of personal data in relation to Venue Personnel and Artists:</p> <ul style="list-style-type: none"> • IP address; • browser type and version; • time-zone preferences; • device make, operating system and settings; • clickstream to, through and from our Platform; • page response times; • errors; • scrolling, clicks and mouse-overs data; • methods used to leave the Platform; • pages visited; • length of visits to the Platform; and • whether they have previously logged in to the Platform. 	<p><u>Purpose of Processing and Legal basis</u></p> <p>We process this information to understand use of, engagement and interaction with our Platform, to conduct retargeted advertisements through third party platforms, and to help us improve and maintain our Platform and address bugs.</p> <p>We also process information regarding previous log-ins to the Platform in order to facilitate Artists and Venue Personnel logging in to the Platform and avoid the requirement to re-input login details each time the Platform is accessed.</p> <p>We process this personal data using the legal basis of the Artist's or Venue Personnel's consent.</p> <p>Consent can be withdrawn at any time, by emailing: support@gigpig.uk</p>	<p><u>Sources</u></p> <p>We collect this information using cookies and similar technology, provided by Google, Crazy Egg and Auth0 provided by Okta..</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 platforms.</p> <p><u>More information</u></p> <p>You can find out more about how Google uses data by clicking here. Artists or Venue Personnel can withdraw their consent for Google Analytics by using the following link: Google Analytics.</p> <p>You can find out more information about how Crazy</p>

		<p>Egg uses personal data by clicking here.</p> <p>We use Auth0, provided by Okta, and Artists and Venue Personnel can access their privacy notice here.</p>
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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
			<i>The following third parties may have access to the information collected using their technology</i>
_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 here .
_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 here .
_ga_224314503-1	2 years	Used to persist session state.	We use Google Analytics, and Artists and Venue Personnel can access their privacy notice here .
_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 here .
_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 Artists and Venue Personnel can access their privacy notice here .
auth0.[unique].i.s.authenticated.	5 minutes	Used to persist logins to the Platform.	We use Auth0, provided by Okta, and Artists and Venue Personnel can access their privacy notice here .

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. Specifically:</p> <ul style="list-style-type: none"> 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. We will only retain Marketing Data until the Artist or Venue Personnel has opted-out of marketing communications.
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") has found 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).</p> <p>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"> 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). We do this on the legal basis of our legal obligation. With suppliers and subcontractors, as necessary for the purposes set out in this notice. WE do this on the legal basis of our legitimate interests in engaging suppliers and subcontractors to assist our provision of the Platform or Platform Services, or as set out elsewhere in this notice. With our Platform Partners, which includes the following Genre Music Limited, whose Privacy Policy can be accessed here: [insert]. We do this on the legal basis of our legitimate interest in improving and expanding the Platform and Platform Services through collaboration with such Platform partners. 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).

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"> they consented to our processing the personal data, and have withdrawn that consent; we no longer need to process that personal data for the reason it was collected; 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; the personal data was unlawfully processed;

	<ul style="list-style-type: none"> • they need the personal data to be deleted in order to comply with legal obligations; or • the personal data is processed in relation to the offer of a service to a child.
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>
The right to make a complaint to a supervisory authority	<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: https://ico.org.uk/concerns, or they can submit a complaint to the supervisory authority in their country.</p>