## Privacy Policy of KABUL à GoGo

This statement explains how we collect, use, and protect visitor data. If you have any questions or comments, please contact us at **info@kabulagogo.nl**. We reserve the right to update this privacy policy at any time.

**Last updated: March 2025**

**Kabul B.V.** (hereinafter: *KABUL à GoGo/Gietijzer/Teatro*) processes your personal data when you use one of our websites and/or provide us with this data yourself. We respect your privacy and explain below in clear terms how we collect, use, and protect your information. Our contact details can be found on the contact page of this website.

# Purpose: A secure and accessible website

We aim to provide an accessible website that meets the needs and expectations of our visitors. The personal data we process on our servers includes:

- Data on your activities on our website
- IP address
- Internet browser and device type

We use this data to improve and secure our website. We never share personal data with third parties without your consent, unless required by law.

Our website contains links to external websites. *KABUL à GoGo/Gietijzer/Teatro* has no control over these sites and is not responsible for their content or privacy policies.

# What personal data do we collect?

## 2.1 Data you provide voluntarily

**Ticket sales via Weeztix**

For ticket sales, we use **Weeztix**. Creating a *KABUL à GoGo/Gietijzer/Teatro* account is optional. When you purchase a ticket, Weeztix collects the following data on our behalf:

- Name
- Email address
- Address details
- Country
- Date of birth
- Phone number

This data is used for:

- Sending tickets

- Communication about changes or cancellations
- Fraud prevention
- (Anonymized) analysis

**Sharing data with partners**

If an event is organized in collaboration with a third party, we may share some personal data with that partner. This only happens if you have explicitly consented during the ticket purchase. You can withdraw this consent at any time by contacting us.

**Newsletter subscription**

If you subscribe to our newsletter, we collect your name and email address. This is managed through the external provider Brevo or via an opt-in during ticket purchases on Weeztix. You can unsubscribe at any time via the link in our emails.

# Emails and communication

## 3.1 Event updates

If you purchase a ticket for one of our events, we may send you emails about:

- Transportation information
- Program changes
- Other relevant details about the event

## 3.2 Opt-in for future event updates

If you want to receive updates about similar events (for example, if an artist returns), you can actively opt in during ticket purchase, on our website, or via a service email.

# Automatically collected data & cookies

## 4.1 Cookies

We use functional, analytical, and tracking cookies.

- Functional cookies: Ensure the website works correctly and remembers your preferences.
- Analytical cookies: Help us improve the website based on visitor behavior.
- Tracking cookies: Monitor browsing behavior to provide personalized content.

We ask for your consent for tracking cookies upon your first visit. You can disable cookies via your browser settings or use tools like Privacy Badger.

## 4.2 Marketing pixels

We use the following tracking pixels:

- Facebook Pixel: Tracks which pages you visit and whether you purchased a ticket. This helps us show you relevant ads on Facebook and Instagram.
- Google Analytics: Monitors site usage to generate statistics and improve our website.
- TikTok Pixel: Ensures that you see relevant ads on TikTok about our events.

For more details on how these companies process data, please check their respective privacy policies.

# Social media and third-party plugins

Our website uses external plugins from Google, YouTube, Spotify, Vimeo, and SoundCloud. These third parties place cookies and may collect data. We have no control over how they handle your information. Please refer to their privacy policies for more details.

If you contact us via social media (Facebook, TikTok, Instagram), our communication will take place via the respective platform. Your account name and messages are only accessible to our marketing team.

# Data security

*KABUL à GoGo/Gietijzer/Teatro* takes data protection seriously and has implemented appropriate technical and organizational measures, including:

- Regular software updates
- Encrypted connections (HTTPS & SSL)
- Strict employee access control

In case of a data breach, we will report it to the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) and, if necessary, inform affected individuals.

# Data retention period

We do not retain personal data longer than necessary:

- Customer data: Retained for 5 years after your last ticket purchase, newsletter interaction, or account activity.
- Google Analytics data: Retained for 26 months.
- Facebook Pixel data: Deleted after 180 days.

If you wish to have your data deleted earlier, please contact us.

# Your rights

You have the right to:

- Request access to your personal data
- Request correction or deletion of your data
- Withdraw consent for data processing
- File a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens)

To exercise these rights, please contact us at **info@kabulagogo.nl**.

**Image and Audio Recordings**
During our events, the organizer may capture image and/or audio recordings for commercial and security purposes. By attending an event organized by KABUL à GoGo/Gietijzer/Teatro, you agree that you may be filmed or photographed, and that this material may be used for promotional purposes or to ensure security. If you have any objections to the use of specific recordings in which you are clearly recognizable, you can contact us at info@kabulagogo.nl.

# Acceptance

By using this website and purchasing tickets, you agree to this privacy policy.