

Humanitix Privacy and Cookies Notice

Last Updated: 3 June 2025

Humanitix is the ticketing platform that dedicates 100% of profits from booking fees to charity. We're in business to put humanity first. That's an ambitious responsibility that we take incredibly seriously. We can only achieve this mission together with the trust of our event hosts, customers, employees, charity partners, philanthropic funding partners and broader communities. How we handle Your Personal Information is crucial to earning and maintaining this trust.

INTRODUCTION	2
WHAT DOES THIS NOTICE COVER AND WHO IS THE DATA CONTROLLER?	2
WHAT'S NOT COVERED IN THIS POLICY?	3
BUT WAIT A MINUTE, WHAT EXACTLY IS PERSONAL INFORMATION?	4
WHAT PERSONAL INFORMATION DOES HUMANITIX ACTUALLY COLLECT AND HOW IS IT USED?	4
IF YOU'RE GETTING AMONGST OUR CAREERS HUB	11
WILL I RECEIVE DIRECT MARKETING?	12
HOW LONG WILL WE KEEP YOUR PERSONAL INFORMATION?	13
HOW DO WE PROTECT YOUR PERSONAL INFORMATION?	14
CAN HUMANITIX SHARE MY PERSONAL INFORMATION WITH OTHERS?	14
WHAT RIGHTS DO I HAVE TO ACCESS MY PERSONAL DATA?	16
WHAT IS DIFFERENT FOR CHILDREN AND TEENS?	17
HOW DO I FIND OUT ABOUT CHANGES TO THE NOTICE?	17
WHAT DO I DO IF I WISH TO CONTACT HUMANITIX OR MAKE A COMPLAINT?	18
COOKIES NOTICE	19
DOES HUMANITIX USE COOKIES OR SIMILAR TRACKING TECH?	19
HOW ABOUT FROM THIRD PARTY ANALYTICS?	20

INTRODUCTION

Welcome to the Humanitix website (<https://humanitix.com>) (the **Site**). This Privacy and Cookies Notice (the **Notice**) explains the privacy practices for the Humanitix owned and operated websites and our service offerings, including the ticketing console and our scanning and box office app called Humanitix for Hosts (collectively, the **Services**), and for any other services that provide this Notice.

This Notice tells you about the Personal Information (defined below) we collect about you, how we might use or potentially share that Personal Information and inform you of your choices about the Personal Information you give us. It's to give you confidence trusting that we protect your data with the utmost degree of security.

It's important you read this document carefully before using the Humanitix Site or engaging our services, to ensure you are fully up the curve on our commitment to protecting your privacy.

WHAT DOES THIS NOTICE COVER AND WHO IS THE DATA CONTROLLER?

Privacy law is all about the rights you have that help you control what happens with Personal Information you give.

Humanitix is the entity responsible for collecting and handling Personal Information in this Notice. For easy reference, **Humanitix** means:

Entity	Operating Country	Address
Humanitix Limited (ABN 32 618 780 439)	Australia	Level 1, 1-5 Hickson Road, The Rocks NSW 2000, Australia
Humanitix USA Limited (Registration Number 36-4956766)	United States	3827 Lafayette St, STE 101, Denver, CO 80205 United States
Humanitix New Zealand Charitable Trust (NZBN 9429047170568)	New Zealand	37D Crummer Road, Grey Lynn, Auckland 1021, New Zealand

Humanitix Scotland Limited (Company Number SC801816)	United Kingdom	80 George St, Edinburgh, United Kingdom EH2 3BU
--	----------------	---

We may also refer to Humanitix as “**us**” or “**we**” throughout this Notice. Where UK and EU data protection law apply, Humanitix Limited and the local Humanitix entity you engage with will be the **data controller** for the processing of your Personal Information described in this Notice (except where this Notice explains otherwise).

It sets out how we collect, handle and use Personal Information from people who access our Services, including:

- People who browse or visit our Site (**Website Visitor**)
- People who create an account with Humanitix to organise and manage their events (**Event Hosts**)
- People who sign up to receive information about Humanitix Services, such as from our webinars or newsletter (**Subscribers**)
- People using our Services to engage with an event, including placing bookings, buying tickets, registering for an event or making a donation (**Attendees**)
- People who download or use the Humanitix for Hosts app to scan tickets for upcoming events or process box office orders on behalf of Event Hosts (**App Users**)

This Notice applies to Humanitix and to all persons who access our Services, including all Website Visitors, Event Hosts, Subscribers, Attendees and App Users, all of whom from here will be referred to collectively as “**you**” or “**Users**”.

WHAT’S NOT COVERED IN THIS POLICY?

Sometimes our Services link to services run by other companies, like the Canva Button or Facebook Event Tool. Those companies have their own privacy and cookies policies, so you must be mindful that we are not responsible for the Personal Information which they process. Such third parties will follow their rules, not ours.

BUT WAIT A MINUTE, WHAT EXACTLY IS PERSONAL INFORMATION?

Personal information is defined very broadly, particularly across the EU and UK, and it constitutes information which could identify you directly or indirectly (**Personal Information**). For example, this could be your name, phone number, email address, birthday, place of work, device information and IP address or pictures taken during events. It also includes indirectly identifiable data which may identify you if combined with other information (e.g., a card number alone may not be identifiable but against other information, an individual may become identifiable and thus the applicable data protection laws apply).

There is also a special subcategory of Personal Information, called Sensitive Information or Special Category data, things such as health or medical data (including one's ability), race or ethnicity data (including dietary requirements which may reveal such characteristics), political opinions, genetic or biometric data, sex life and sexuality, religious or philosophical beliefs, criminal convictions and offences, or trade union membership (**Sensitive Information**).

WHAT PERSONAL INFORMATION DOES HUMANITIX ACTUALLY COLLECT AND HOW IS IT USED?

We explain here what Personal Information we collect about you, how we use it, and the relevant legal reason (called a "**Lawful Basis**") for each way that we use it. Humanitix will only use your data to benefit you in your experience with us and we will always have a valid reason to use your Personal Information. We never share your Personal Information with others without your consent, other than in line with what this Notice says or when it's legally fine and fits with your rights.

I'm just visiting

If you are simply browsing as a Website Visitor, we actually don't ask for any Personal Information from you directly, but we will collect:

- **Technical information:** Technical data may include your IP address; browser type and version; your device operating system and hardware version.
- **Browsing information:** Information about your Site visit may include: the full Uniform Resource Locators (**URL**); clickstream to, through and from the Site (including date and time); pages and Services you viewed or searched for;

page response times; download errors; length of visits to certain pages; page interaction information (such as scrolling, clicks, and mouse-overs); traceable campaign links (e.g. via tracking URLs) or other information from analytics, advertising or search engine providers, methods used to browse away from the page.

- **Location data:** This includes coordinates (latitude/longitude) of your location, country or region (based on your full or partial IP address); and/or Google Analytics information. We may combine this with your Identifier for Advertisers (**IFA**) or ID for Vendors (**IDFV**) code for your Apple device or the Android ID for your Android device or a similar device ID, so we can recognise your mobile browser or device when you return to the Site.

We only collect precise location data if you give us permission (via browser permissions).

We use this to:

- understand how you use our Site and Services, and analyse and improve our Site and Services (including our marketing);
- ensure content on our Site is presented effectively for you and for your device;
- share aggregated and anonymised analytics and insights;
- keep our Site and Services secure, including taking steps to detect and prevent fraud;
- monitor for any system bugs or errors affecting your experience;
- provide location services (if you ask or permit us to), so we can deliver content or other Services that are dependent on knowing where you are, like events near you;
- provide you with information and Services you request from us or we think you may be interested in; and
- if you visit our Site and opt-in to cookies, we may display ads to you on other websites.

Our Lawful Basis for this:

- We do this in our legitimate interests in improving our marketing performance, optimising the user experience and ongoing monitoring and improvements to network security (where we consider these are not overridden by your rights) or, where required, with your consent (e.g. to non-strictly necessary cookies).

Do also check out our Cookies Notice below to understand how we use your cookies and your Personal Information to enhance your experience and improve our Site.

If you contact or engage with us

When you get in touch with us, we collect:

- **Contact information** including basic contact information you choose to provide, for example:
 - first and last name; and
 - email address and phone number(s).
- **Communications information** including your correspondence with us, for example if you contact us via our live chat, social applications, content or programs, or to report a problem with our Site. This includes:
 - emails;
 - texts & other digital messaging;
 - phone, audio or video calls;
 - any in-person conversations you have with us; and
 - any online posts you mention us in or where you have otherwise discussed Humanitix.

We use this to capture relevant details to help you address requests, queries or complaints and respond appropriately.

Our Lawful Basis for this:

- We do this in our legitimate interests in delivering our Services (where we consider these are not overridden by your rights) or, where your consent is required under applicable law.

I'm an Event Host

Although our Event Hosts may be businesses in many cases, the term Personal Information includes business contact data, for example, and therefore remains within scope of the applicable data protection laws. We will collect:

- **Contact information:** We always ask for the following basic contact information which you can choose to provide:
 - first and last name;
 - email address and phone number(s);
 - company role/title;
 - company name; and
 - country and state (where applicable).
- **Payment information:** We'll also ask you to provide your bank account number and billing details if you're running a paid event with us.

- **Event information:** To help you deliver great events, we may ask you for information about the event you are hosting and to find out a bit more about your experience, such as:
 - Tax details (including, for example, your Tax Identification Number, Business Identification Number or Social Security Number as applicable);
 - Event and ticket sales data; and
 - Your prior history and experience with running events.

We use this to:

- enable our customer service team to deliver our epic level of personalised service to ensure you're fully equipped with everything you need to create events on the platform and go-live and efficiently manage your event;
- verify that you are who you say you are in order to prevent fraud, scams and account takeovers and keep your account and associated data secure;
- ensure you receive your ticket sale payout where you are running a paid event with us; and
- to communicate our service availability and technical updates.

Our Lawful Basis for this:

- As part of the performance of our terms with you or as part of our legitimate interest under a contract with your employer (the Event Host).

I've chosen to Subscribe for updates

If you choose to subscribe for updates, for example via our newsletter, we'll ask you for the following **contact information**:

- first and last name;
- email address; and
- country of residence.

We use this to:

- allow you to benefit from receiving our updates relevant to your geography about happenings at Humanitix, events near you and alerts about our Services; and
- manage your communication preferences.

Our Lawful Basis for this:

- By Subscribing for updates, you consent to us sending this material to you.

Remember, if you change your mind, you can always opt out of all promotional emails by clicking the “Unsubscribe” link at the end of our marketing emails or email us to take you off our distribution list. We will also hold information about your stated contact preferences.

I'm an App User

If you download or use our Humanitix for Hosts app to manage and scan event tickets on behalf of Event Hosts then we will ask for your **contact information** which you will need to provide for registration purposes, including:

- first and last name;
- email address; and
- phone number(s).

We use this to:

- Allow App Users who have received permissions from the Event Host to use our Humanitix for Hosts app for event ticketing scanning, check-in and box office services.

Our Lawful Basis for this:

- As part of the performance of our terms with you when you sign up for an account on our Humanitix for Hosts app.

I'm an Attendee buying a ticket to an event or otherwise participating in an event

Where Attendees engage with an event, for example when placing bookings or buying tickets for an event, Humanitix may act as either a data controller or data processor in respect of your Personal Information depending on the situation. Data Protection Laws distinguish between organisations that process Personal Information for their own purposes (**data controllers**) and those that process Personal Information on behalf of other organisations (**data processors**).

For example, Humanitix will act as the data controller for your basic contact details when you create an account with us. Whereas, when you place an order for tickets, register for an event or make a donation, Event Hosts may ask us to collect certain Personal Information from you and to process this Personal Information on their behalf, collected either at checkout or later after you've made a purchase. Here, the Event Host acts as the data controller in connection with the event and Humanitix is a data processor.

Please note that any queries or complaints about how your Personal Information is handled should be directed to the relevant data controller (i.e., the relevant Event Host).

Sometimes this information is required by the Event Host for the purposes for which they explain at the time of collection, or via their own privacy notices; sometimes this information is optional. As an Attendee you have the complete freedom to decide whether to participate in an event that requires you to share Personal or Sensitive Information.

The Personal and Sensitive Information which Humanitix collects on behalf of Event Hosts will be collected in accordance with the Event Hosts' privacy notice. We recommend that you carefully review these and direct any queries to the Event Hosts (as the data controller).

What we will collect as a data controller:

- **Contact information:** We'll always require your basic contact details, including:
 - first and last name; and
 - email address and phone number(s).
- **Marketing analytical data:** We may also collect and predict information about the events you interact with to better understand your preferences and interests, including:
 - the approximate geographical location of the event which you purchase tickets for or otherwise show interest;
 - the type and category of events;
 - the average and gross value of purchases you make; and
 - inferred demographics including gender.

What we may collect on behalf of Event Hosts as a data processor:

- **Contact information:** As listed above.
- **Event information:** This includes event registration and attendance information (including, for example, gender, location/postcode, and payment details). Event Hosts have the opportunity to tailor the data they request from you via our Services for their specific purposes, hence it may also include, for example:
 - place of work information to facilitate networking opportunities for you;
 - socio-economic information to apply for funding to grow their service and keep coming back each year;

- next of kin information (in case this becomes necessary in emergencies); and
- any other information which may be required for the purposes of the event.
- **Sensitive information:** Event Hosts may also need Sensitive Information to put on effective and inclusive events. To give you an idea of what this looks like, Event Hosts may need:
 - dietary requirements for catering which may reveal Sensitive Information;
 - accessibility requirements and/or medical information to ensure you are well looked after on the day; and
 - any other Sensitive Information which the Event Hosts require for the purposes of their event.

We use this to:

- enable you to buy and receive tickets to our events;
- send your order info and tickets when you buy tickets, register for an event or make a donation;
- make personalised recommendations based on your interests and preferences;
- send you updates about your waitlist position and incomplete orders;
- share aggregated reports to Event Hosts about the inferred demographics, for example, of Attendees to assist with their marketing analytics; and
- allow Event Hosts to send you information about the event you're attending, to validate your attendance, and to put on effective and inclusive events.

Our Lawful Basis for this:

- We collect this information in our legitimate interests in delivering our Services (where we consider these are not overridden by your rights) or, where your consent is required under applicable law.
- Event Hosts process this information on the basis of fulfilling their contractual terms with you and in their legitimate interests in ensuring proper access to and security of events.

If you are providing Personal Information to us on behalf of another Attendee (like buying a table for your friends, company or family), you must ensure you have a valid Lawful Basis for doing so. By sharing such Personal Information with us, you represent and warrant to us that you have such valid Lawful Basis.

Note: Humanitix does not store credit card numbers ourselves. To keep your payment information secure, payment details you provide are encrypted using secure sockets layer (**SSL**) technology via our Payment Card Industry (**PCI**) compliant third party payment processing providers.

Payments are made through a payment processing provider such as those listed in the table below. You will be providing credit or debit card information directly to such payment providers which operate secure servers to process payment details, encrypting your credit/debit card information and authorising payment. Information which you supply to these third parties is not within our control and is subject to their own privacy policy, cookie notices and terms and conditions. For more information please see here:

Braintree	Braintree Privacy Statement
Google Pay	Google Pay privacy, terms & policies
Apple Pay	Apple Pay & Privacy
Stripe	Stripe Privacy Policy
PIN Payments	PIN Payments Privacy Policy
PayPal	PayPal Privacy Statement
AfterPay	AfterPay Privacy Policy
Zip	Zip Privacy Policies
Volt	Volt Privacy Notice

For Everyone

We may also need to process any of your Personal Information in our legitimate interest in establishing, bringing or defending legal claims to comply with our legal obligations.

IF YOU'RE GETTING AMONGST OUR CAREERS HUB

Humanitix is built by a pretty amazing group of passionate people sharing in the vision to create an organisation that truly makes a difference. Each has taken a leap of faith on the crazy idea to change the world, one ticket at a time.

We love hearing from keen individuals who want to be a part of our journey. If you do apply for a position with us, be aware we collect information from you so we can make a decision about potentially offering you a position. You can find out about what information we collect and how we use this information in our separate Privacy Notice for Applicants and Candidates [here](#), available on our [careers applications page](#).

WILL I RECEIVE DIRECT MARKETING?

We put the human in ticketing. We like to talk to you, especially when we've got great ideas to share and exciting updates about how much impact you are contributing to by choosing Humanitix, but we do not monetise your data!

We'll only send you marketing emails about Humanitix if you've agreed to this.

But I'm not running an event, I'm just an Attendee

We have millions of Attendees using Humanitix - music fans, artists, teachers, yogis, punters, festival goers, fundraisers, brewers, thrifters, makers, foodies, coaches, conference goers, charity supporters, community participants and government employees, to name a few! It's paramount to us that your Personal Information is only used for the purposes described in this Notice.

We will never use the Personal Information you give us to send you (or to allow Event Hosts to send you) direct marketing unless you check the boxes on our website explicitly requesting it. We'll only send you order confirmation emails with your tickets, which may contain general information about what we do.

You may also receive emails from Event Hosts from time to time containing information about your upcoming events, such as event reminders. Event Hosts may also send you surveys before and after attending their events.

For Everyone Else

We're here to create amazing experiences and change the world for good. We may use your Personal Information to share our journey, deliver important updates or announcements as we expand and grow, and directly market information about new releases as we further develop our products and services.

From us you can expect to get electronic marketing in the form of email, social media or other electronic means.

We know you mightn't actually want to hear from us any more! We absolutely respect that choice. It's easy to unsubscribe from receiving communication from us, if you have trouble unsubscribing using the 'Unsubscribe' button at the bottom of all our emails, get in touch with us directly [here](#) and we'll remove you from our mailing lists manually.

Keep in mind, even if you unsubscribe, an Event Host may still contact you if we've shared your Personal Information with them prior to you opting out – just contact the Event Host directly to delete your details with them too.

HOW LONG WILL WE KEEP YOUR PERSONAL INFORMATION?

We usually don't keep your information for any longer than we need to, but we might keep it for longer if we need to fix an issue or keep records.

We will usually keep Personal Information:

- for as long as necessary for the original reasons we collected it (for example, for as long as you have an Event Host and/or user account); and
- for up to six years after that to identify any issues and resolve any legal proceedings.

We may keep your Personal Information for longer:

- if you complain (so we keep our complaint records for long enough);
- if we know about pending or current legal proceedings, or reasonably believe there is a chance of legal proceedings; and
- in some circumstances if applicable law says we are required to.

If you opt-in to marketing from us and later change your mind (or object to any other use of your Personal Information), we may keep a record of your opt-out or objection for longer so we can demonstrate we respect your preferences.

We may combine and anonymise customer contact and account information relevant to managing our customer relationship and the provision of user Platform access, and we may keep such anonymised information for longer.

HOW DO WE PROTECT YOUR PERSONAL INFORMATION?

Every action at Humanitix is made with our Users in mind. We take our responsibility to protect your Personal Information seriously and design our services with utmost safety in mind.

We seek to comply with applicable Data Protection and Privacy Laws. We also maintain a Data Response Plan which clearly sets out how we respond to a data breach, including notifying relevant supervisory authorities and affected individuals where required.

Some extra information for experts:

- All Personal Information is stored in electronic form on a secure server hosted locally in Sydney, Australia. These are owned and operated under contract to us by third party service providers (Amazon Web Services, Google Cloud Platform, MongoDB, UserFlux) ensuring secure communication between your browser and our server.
- We store your information in encrypted form to ensure Personal Information remains unidentifiable as well as when it is transmitted.
- Our Data Response Plan sets out steps we take to ensure requests made about Personal Information are verified as authentic and authorised.

At the same time, no security measure of the internet can guarantee being completely impenetrable – if you have any concerns that your Personal Information has been put at risk (e.g. if someone found out your password), please [get in touch](#) straight away, but you can sleep easy in the knowledge that we take all reasonable steps to maintain and safeguard your privacy.

CAN HUMANITIX SHARE MY PERSONAL INFORMATION WITH OTHERS?

Your data is yours. We will only use your data as described in this Notice or with your consent.

For Attendees

We set out information above on how, what and why we collect your Personal Information on behalf of Event Hosts when you place an order for tickets, register for

an event or make a donation. We share this Personal Information with our Event Hosts so you can participate in Humanitix events.

For Everyone

We only share your information with others when you say we can, or for reasons set out in this Notice like:

- When you make something public;
- To our employees, contractors and representatives who work for us;
- To another member of the Humanitix group of companies who may support the operation of our business, Site and app;
- To our service providers whose services facilitate the operation of our business, Site and app in particular providers of platform hosting, analytics, performance monitoring and reporting, distribution of updates and IT support services;
- To the professionals such as our auditors, accountants and legal advisors who advise us on our operations and compliance; and
- To our business partners who help promote the events.

We might also share your information with government agencies, enforcement agencies and regulatory bodies if we have to comply with (and/or where we believe we are under a duty to comply with) any legal obligation or where this is lawfully permitted to protect the rights, property or safety of our business, Site, our Users or others.

UK and European Users - International transfers

The data that we collect from Users based in the UK or the European Economic Area (**EEA**) will be transferred to, and stored at, a destination outside the UK or EEA that may not be subject to equivalent Data Protection Law.

Where your information is transferred outside the UK and EEA, we will take steps reasonably necessary to ensure that your data is subject to appropriate safeguards to comply with Data Protection Law, such as relying on a recognised legal adequacy finding or mechanism, for example, standard contractual clauses, and that it is treated securely and in accordance with this Notice.

We may transfer your Personal Information outside the UK and EEA:

- In order to store it.

- In order to enable us to provide goods or Services to you and fulfil our contract with you. This includes fulfilment, processing of transactions, and the provision of customer support services.
- In order to receive services from our service providers.
- In order to facilitate the operation of our group of businesses, where it is in our legitimate interests and we have concluded these are not overridden by your rights.
- Where we are legally required to do so.

We may transfer your Personal Information to the following countries and using the following safeguards outside the UK and EEA:

- New Zealand – Adequacy decision
- Australia – EU Standard Contractual clauses & UK Addendum
- United States – EU Standard Contractual clauses & UK Addendum
- Canada – EU Standard Contractual clauses & UK Addendum.

WHAT RIGHTS DO I HAVE TO ACCESS MY PERSONAL DATA?

You are in the driver's seat of your data. You own and control your data. Privacy law is all about the way you control how your data is handled.

Some key rights worth making sure you know about:

- You can request access to your data and ask what Personal Information we hold from you.
- You can request a copy of your Personal Information.
- You can request we correct your data if you believe it isn't accurate.
- You can request deletion of your account, and for your data to be erased, restricted or de-identified in certain cases.
- You can ask for your data you provided to us to be moved to a third party.
- You can object to the further use of your Personal Information.
- You can object to direct marketing from us, including unsubscribing from Humanitix communications at any time or by contacting us here to get your details off our distribution list.
- You can withdraw consent where you have provided consent.

Where the processing of your Personal Information by us is based on consent, you have the right to withdraw that consent without detriment at any time.

We also take an extra step of making sure if you request access to your information, that we verify you are you, and not an imposter. This is a standard safety check in line with our push to protect your Personal Information from anybody else, so we may ask for proof of identity (and guardianship for children) for your request.

You can request to exercise the rights listed above at any time by contacting us [here](#).

If your request or concern is not satisfactorily resolved by us, you have the right to lodge a complaint with your local data protection authority.

Country / Region	Data Protection Authority
Australia	Office of the Australian Information Commissioner (OAIC)
New Zealand	Office of the Privacy Commissioner
United States	Federal Trade Commission (FTC)
United Kingdom	Information Commissioner's Office (ICO)
European Union	You can find your local data protection authority here .

WHAT IS DIFFERENT FOR CHILDREN AND TEENS?

The ticketing platform and services provided by Humanitix are intended for use only by persons who are at least 18 years of age, although tickets purchased may relate to events aimed at a wider audience. Humanitix does not oversee or control the nature of the events hosted on our platform - regardless of the type of events, our Site, event pages, ticketing platform and app are intended for use by persons who are 18 years of age or older. By using our services, you confirm to us that you meet this requirement.

Please get in touch with us [here](#) if you suspect the Personal Information of persons under 18 years of age has been shared with us.

HOW DO I FIND OUT ABOUT CHANGES TO THE NOTICE?

We keep this Notice up to date in line with global best practice, so we update it from time to time. Please refer back to check changes because they are effective once

posted on our Site. In using our services, you accept this Notice as it applies from time to time. We'll always let you know if we make important changes.

If you ever don't agree to the changes, you can always stop using our services, request deletion of your Event Host account or request we obfuscate your Personal Information. We'd be sorry to see you go!

WHAT DO I DO IF I WISH TO CONTACT HUMANITIX OR MAKE A COMPLAINT?

Step One:

We are genuinely curious to hear your feedback about your experience with Humanitix. If you have any feedback or suggestions about how we can service you better, we're all ears and reachable [here](#) or via our live chat.

Step Two:

If you would like to know more about our commitment to privacy, have a question about an area of privacy not addressed in this Notice or have a concern with how your Personal Information is protected, please contact us at privacy@humanitix.com to get in touch with our Privacy Officer.

Step Three:

Where you believe your privacy has been breached or wish to make a complaint, please also contact our Privacy Officer. We will promptly investigate your complaint and advise the outcome.

Step Four:

You may also make a complaint to your local data privacy supervisory authority (as described here) if you are dissatisfied with the outcome of a complaint investigation.

COOKIES NOTICE

DOES HUMANITIX USE COOKIES OR SIMILAR TRACKING TECH?

Device Information

Devices are lots of things like your computer, mobile or tablet. We automatically collect some technical information from these devices and web browsers such as IP address, device ID and app ID.

Cookies and Tracking

Cookies are small text files which are transferred to your device when you access or visit our Site or app. We use cookies and similar tracking technologies like pixels, web beacons, to help us track activities on our Site such as pages visited, time and date and IP address. Cookies also retain your details and preferences so you can smoothly resume browsing sessions as you return to our Site. Some cookies only last while you use our Site. Other cookies are used to remember you when you visit again and will last for longer.

We use the following cookies:

- **Strictly necessary cookies:** These are cookies that are necessary for the operation of the Site where this is in our legitimate interests (balanced with your rights). They include for example cookies that manage a shopping basket and enable secure log-in.
- **Analytical / performance cookies:** They allow us to recognise and count the number of visitors and to see how visitors move around our Site when they are using it. This helps us for our legitimate interests of improving the way our website works, for example, by ensuring that users are finding what they are looking for easily.
- **Targeting / advertising cookies:** These cookies record your visit to our Site, the pages you have visited and the links you have followed. We will use this information subject to your choices and preferences to make our Site / app and the advertising displayed on it more relevant to your interests.
- **Functional cookies:** These may be used to recognise you when you return to our Site. This enables us, subject to your choices and preferences, to personalise our content, greet you by name and remember your preferences (for example, choice of language or region).

Whilst strictly necessary cookies are required for the operation of the Site, we only use other cookies with your consent. You can also opt to turn off cookies but be aware this may limit your usual seamless experience of our many features and personalisation. It's up to you.

Currently, various browsers offer a "Do Not Track" option, but there is no standard for how "Do Not Track" should work on commercial websites. Due to the lack of such standards, our Site does not respond to "Do Not Track" consumer browser settings.

HOW ABOUT FROM THIRD PARTY ANALYTICS?

Third party analytics tools help us learn about usage trends on our Site, including traffic, ad conversions and marketing analysis. Third party analytics tools may also use cookies which collect non-Personal Information meaning you can't identify any one person. This is really important because the more we understand who is as excited about our work as we are, the more we can deliver incredible event experiences and produce funding for our education projects.

Some examples of the tools we may use include tools you know and love like Google Analytics, Google Adwords, Google Tag Manager or Facebook Ads conversions.

You can find more information about the individual cookies, parameters and other similar tracking technologies we use and the purposes for which we use them in the table below.

Category	Name	Type	Why we use it
Analytical / performance	JSESSIONID	Session	General purpose platform session cookie, used to maintain an anonymous user session by the server.

Analytical / performance	uf-anonymo usld uf-userId	Local	Local storage data used by UserFlux, an analytics and CDP platform, to identify user behaviour and analytics across our site. These two data points are used to convert anonymous sessions into identifiable sessions at the point in time in which a customer provides information about their identity to Humanitix.
Analytical / performance	uf-sessionId	Session	Session data used by UserFlux, to identify the unique sessions of interactions a user has with Humanitix, enabling Humanitix-internal reporting tools to distinguish user activity over time.
Targeting / Advertising	ufeid	Query	Unique identifier used by UserFlux to identify a user's session.
Analytical / performance	_ga	Cookie (expiration: 1 year 1 month)	This cookie name is associated with Google Universal Analytics. This cookie is used to distinguish unique users by assigning a randomly generated number as a client identifier. It is included in each page request in a site and used to calculate visitor, session and campaign data for the sites analytics reports.
Analytical / performance	__hssrc	Session	HubSpot platform cookie which allows our clients' interest to be reported to our CRM to help us service their needs.
Analytical / performance	__hstc	Cookie (expiration: 6 Months)	HubSpot platform cookie which allows our clients' interest to be reported to our CRM to help us service their needs.

Analytical / performance	__hssc	Cookie (expiration: 30 minutes)	HubSpot platform cookie which allows our clients' interest to be reported to our CRM to help us service their needs.
Analytical / performance	__cf_bm	Cookie (expiration: 30 minutes)	This cookie is used to distinguish between humans and bots. This is beneficial for the website, in order to make valid reports on the use of their website.
Analytical / performance	_gid	Cookie (expiration: 1 day)	This cookie is set by Google Analytics. It stores and updates a unique value for each page visited and is used to count and track pageviews.
Analytical / performance	_gat_UA-93100904-2	Cookie (expiration: 53 Seconds)	This is a pattern type cookie set by Google Analytics, where the pattern element on the name contains the unique identity number of the account or website it relates to. It is a variation of the _gat cookie which is used to limit the amount of data recorded by Google on high traffic volume websites.
Analytical / performance	_ga_H2X2ZH82RX	Cookie (expiration: 1 year 1 month)	Google Analytics use this cookie to persist session state.
Analytical / performance	_ga_WQRV3P18D2	Cookie (expiration: 1 year 1 month)	Google Analytics use this cookie to persist session state.
Analytical / performance	_ga_LHKW5FR9N6	Cookie (expiration: 1 year 1 month)	Google Analytics use this cookie to persist session state.

Analytical / performance	_ga_LHKW5FR9N6	Cookie (expiration: 1 year 1 month)	Google Analytics use this cookie to persist session state.
Targeting / Advertising	messagesUt k	Cookie (expiration: 6 months)	This cookie is used to recognize visitors who chat with you via the chatflows tool. If the visitor leaves your site before they're added as a contact, they will have this cookie associated with their browser.
Targeting / Advertising	_fbp	Cookie (expiration: 3 months)	Used by Meta to deliver a series of advertisement products such as real time bidding from third party advertisers.
Targeting / Advertising	CLID	Cookie (expiration: 1 year)	This cookie is usually set by Dstillery to enable sharing media content to social media. It may also gather information on website visitors when they use social media to share website content from the page visited.
Targeting / Advertising	SM	Session	This is a Microsoft MSN 1st party cookie which we use to measure the use of the website for internal analytics.
Targeting / Advertising	MR	Cookie (expiration: 7 days)	This is a Microsoft MSN 1st party cookie which we use to measure the use of the website for internal analytics.
Targeting / Advertising	MUID	Cookie (expiration: 1 year)	This cookie is widely used by Microsoft as a unique user identifier. It can be set by embedded Microsoft scripts. Widely believed to sync across many different Microsoft domains, allowing user tracking.

Targeting / Advertising	SRM_B	Cookie (expiration: 1 year)	This is a Microsoft MSN 1st party cookie that ensures the proper functioning of this website.
Targeting / Advertising	mc	Cookie (expiration: 1 year 1 month)	This cookie is usually provided by Quantserve to track anonymous information about how website visitors use the site.
Targeting / Advertising	__qca	Cookie (expiration: 1 year)	This is a cookie usually associated with Quantcast, a digital advertising company. They provide website rankings, and the data they collect is also used for audience segmentation and targeted advertising.
Targeting / Advertising	ANONCHK	Cookie (expiration: 1 year)	This cookie is widely used by Microsoft as a unique user identifier. It can be set by embedded Microsoft scripts. Widely believed to sync across many different Microsoft domains, allowing user tracking.
Functional	hubspotutk	Cookie (expiration: 6 months)	This cookie name is associated with websites built on the HubSpot platform. HubSpot reports that its purpose is user authentication. As a persistent rather than a session cookie it cannot be classified as Strictly Necessary.