**Cookie and Privacy Policy**

This policy refers to the activities of the folk band ‘KittyHawk’.

**KittyHawk** is committed to protecting your personal information when you are using our services. This Privacy Policy relates to our use of any personal information we collect from you via the following channels:

* KittyHawk website (<http://kittyhawklive.wixsite.com/kittyhawk>)
* Social media channels (for example Facebook, Instagram, Twitter and Soundcloud)
* By phone (for example, if you call us to request a service)
* Email (either person-to-person or via mass-mailing tools)

We are committed to safeguarding your personal information. Whenever you provide personal  (for example your email address) we are legally obliged to use your information in line with all laws concerning the protection of personal information, including the Data Protection Act 1998 and the General Data Protection Regulation.

KittyHawk collect different types of information about our site users and customers for three main reasons:

1. To provide updates on activities that KittyHawk are undertaking.

2. To help us to monitor and improve the quality of our communications.

3. Where we have your permission, to market services.

Below you can find out more detail about what data we gather, for what reason and how it is used.

**How we use your information**

What information do we collect?

**We collect information from the website:**

         when you subscribe on the website

         when you submit information to the website (through the contact page)

         through cookies

         if you choose to reveal information in comments/postings

 Subscription

The purpose of subscription is to enable the subscriber to be kept up to date with information about KittyHawk and this includes marketing activity to promote albums and other band merchandise. During the subscription process it is made clear that this is the outcome of subscription and there is a positive ‘opt-in’ tick box for the subscriber to confirm that they agree to receive marketing information.

The only information we need for you to subscribe is your name and email address. This information is transferred to an email management system such as ‘sendinblue’ and is stored under their privacy policy.

After you have subscribed we will send you emails (using the email management system) we think may interest you in direct relation to the activities of KittyHawk, such as latest band information and marketing materials about new releases. At any time you can decide not to receive these emails and will be able to 'unsubscribe' through a link at the bottom of any email.

**We collect information from Social media channels (for example Facebook, Instagram, Twitter, Soundcloud):**

• when you subscribe to the social media channel

• through cookies

• if you choose to reveal information in comments/postings

The social media channels are managed by 3rd party organisations and their respective privacy policies should be referred to regarding how they deal with personal information. KittyHawk only use the social media channels within the application itself and do not extract any personal information from the application. The purpose of the channels are to enable users to keep in touch with KittyHawk and therefore it is accepted by the user that KittyHawk will send communications regarding latest band information including marketing data. The channels provide the ability for the user to unsubscribe at anytime and to stop receiving communications from KittyHawk.

**We collect information by phone (for example, if you call us to request a service)**

KittyHawk website includes contact details to enable a visitor to call the band to request further information or to request a service. The personal information provided during a phone call may be stored by KittyHawk only to enable the completion of the service requested. Any use of that data will only occur in direct relation to satisfying the service requested or in requesting further clarification or confirmation.

**We collect information by Email (either person-to-person or via mass-mailing tools)**

KittyHawk website includes contact details to enable a visitor to email the band to request further information or to request a service. The personal information provided by email will be stored by KittyHawk (on the Gmail servers which are not managed by KittyHawk) only to enable the completion of the service requested. The use of that data for marketing purposes will only be undertaken if the personal information was received using a positive ‘opt-in’ approval from the user such as direction to complete the subscription process.

**Use of children's data**

We do not knowingly collect or store any personal information about children under the age of 16.

**Where we store your personal data**

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services.

By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on the host application servers (such as ‘Wix’ for the website and ‘sendinblue’ for the online mail services).

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

**Who we share data with**

We will not share your personal information with others for marketing purposes except for data transfer as already discussed for the purpose of managing our marketing campaigns (e.g. sending the data to email management solutions such as ‘sendinblue’).

We may make other organisations' services available, through our site, although we are not necessarily operating these (such as the links to our music on Spotify). We process any information which we collect when you access a service provided by another organisation under this privacy policy. Information these other organisations collect is governed by their own privacy policies.

Some of our webpages use plug-ins from other organisations (such as Facebook). These other organisations may use information about your visit to our website on their pages. For more information on how these organisations use information, please read their privacy policies.

**Use of Cookies**

What are 'cookies'?

'Cookies' are small text files that are stored by the browser (for example, Internet Explorer) on your computer or electronic device. They allow websites to 'remember' you so that they can store things like user preferences and make the website quicker and easier for you to use.

Without cookies, many things on websites would not be able to work.

How does the KittyHawk website use cookies?

A visit to a page on the KittyHawk website may generate the following types of cookie:

[Anonymous analytics cookies](https://www.makingmusic.org.uk/cookie-and-privacy-policy%22%20%5Cl%20%22analytics%22%20%5Ct%20%22_blank)

[Anonymous advertising cookies](https://www.makingmusic.org.uk/cookie-and-privacy-policy%22%20%5Cl%20%22advertising%22%20%5Ct%20%22_blank)

Anonymous analytics cookies

Every time someone visits our website, software provided by other organisations (Google Analytics) generate 'anonymous analytics cookies'.

These cookies can tell us whether or not you have visited the site before. Your browser will tell us if you have these cookies and, if you don't, we generate new ones. This allows us to track how many individual users we have, and how often they visit the site. We use them to gather statistics, for example, the number of visits to a page, to help us identify if visitors would benefit from more information on a particular area.

Anonymous advertising cookies

These cookies allow us to know how many people have seen or clicked on an advert that we may have on the KittyHawk website. We can also use cookies to help us use targeted advertising. We may also combine these cookies with data provided by other organisations (Google Analytics and Google Adwords) to target our advertising elsewhere on the internet.

The following cookies are used on our site

|  |  |  |
| --- | --- | --- |
| Cookie name | Life span | Purpose |
| svSession | Permanent | Creates activities and BI |
| hs | Session | Security |
| incap\_ses\_${Proxy-ID}\_${Site-ID} | Session | Security |
| incap\_visid\_${Proxy-ID}\_${Site-ID} | Session | Security |
| nlbi\_{ID} | Persistent cookie | Security |
| XSRF-TOKEN | Persistent cookie | Security |
| smSession | Two weeks | Identify logged in site members |

Additional cookies are also used by the 3rd party applications used on the site including youtube, soundcloud, spotify etc.

For further information on how Wix (KittyHawk website host) handles visitors' data please review sections 8, 12, and 13 of [Wix's Privacy Policy](https://www.wix.com/about/privacy).

How do I turn cookies off?

It is usually possible to stop your browser accepting cookies, or to stop it accepting cookies from a particular website.

All modern browsers allow you to change your cookie settings. You can usually find these settings in the 'options' or 'preferences' menu of your browser. To understand these settings, the following links may be helpful, or you can use the 'Help' option in your browser for more details.

         [Cookie settings in Internet Explorer](http://windows.microsoft.com/en-GB/internet-explorer/delete-manage-cookies%22%20%5Cl%20%22ie%3Die-10%22%20%5Ct%20%22_blank)

         [Cookie settings in Firefox](https://support.mozilla.org/en-US/kb/cookies-information-websites-store-on-your-computer?redirectlocale=en-US&redirectslug=Cookies" \t "_blank)

         [Cookie settings in Chrome](https://support.google.com/chrome/answer/95647?hl=en&ref_topic=14666" \t "_blank)

         [Cookie settings in Safari](https://support.apple.com/kb/PH19214?locale=en_US" \t "_blank)

**About our advertising**

Our website and emails sometimes contain links to other websites from which we may earn revenue. Where adverts are shown, these will be clearly marked (with the word 'Advertisment' above or below). The content of adverts shown is moderated by us, but we do not vouch for any claims made within them, nor does their display on the website or in emails reflect any specific recommendation from KittyHawk. If you feel that an advert shown on our website or in our email is dishonest, misrepresentative or inappropriate, please contact us at kittyhawklive@gmail.com.

**Legal information and how to contact us**

KittyHawk is a Data Controller under the UK Data Protection Act 1998..

If you would like a copy of the personal information we hold about you, to request a correction, or have any questions about how we may use it or to make a complaint, please contact us at kittyhawklive@gmail.com.

Complaints will be dealt with by the KittyHawk Webmaster and will be responded to within 30 days.

If you are not satisfied with the way your complaint was handled, you may be able to refer your complaint to the Information Commissioner's Office.

**Changes to the privacy policy**

Should we elect to change our privacy policy we will post the changes here. Where the changes are significant, we may also choose to email all our subscribers with the new details. Where required by law, will we obtain your consent to make these changes.

Changes to this policy by date

May 2018: First issue of the Privacy Policy to meet GDPR.