Live Experiences

Cookie Policy

This Cookie Policy explains the use of cookies and similar technologies on www.liveexperiences.pt, a website operated by LIVE EXPERIENCES, LDA.

1 What are cookies

Cookies are small files stored on a user's device when they visit a website. They enable website functions, remember preferences and collect information about how the website is used. Some of this information may constitute personal data.

2 Which cookies we use

The website uses cookies that are strictly necessary for its operation. Other cookies, including preference, statistical or marketing cookies, are only used under the conditions prescribed by law and with prior consent where required.

External services embedded in the website, such as forms or multimedia content, may also use cookies or similar technologies.

Information about the cookies used, their providers, purposes and duration is available in the website's cookie preferences panel.

3 How to manage your preferences

Users may accept or reject non-essential cookies and subsequently change their choice through the cookie settings available on the website.

Simply browsing the website does not constitute consent. Cookies that require consent must only be activated after consent has been given.

Users may also block or delete cookies in their browser settings. Blocking necessary cookies may affect certain website functions.

4 Personal data and contact details

Where cookies involve the processing of personal data, our Privacy Policy also applies.

For further information, please contact info@liveexperiences.pt.

5 Updates

This policy may be updated to reflect changes to the website or applicable legislation.

Live Experiences

Privacy Policy

LIVE EXPERIENCES, LDA. respects users' privacy and processes their personal data in accordance with the General Data Protection Regulation and applicable Portuguese legislation.

This policy explains the processing of data associated with www.liveexperiences.pt, subscriptions to Live Experiences newsletters and enquiries made through the contact channels provided on the website.

1 Data controller

LIVE EXPERIENCES, LDA.

Portuguese Tax Identification Number: 507026918

Address: Aldeamento Marinha Guincho, Rua do Cabo 33N, 2755-669 Malveira da Serra — Alcabideche, Cascais, Portugal.

Email: info@liveexperiences.pt

2 Personal data and purposes

We process the data necessary to:

— Manage subscriptions and send the Live Experiences newsletter, with news about its festivals, concerts, events and activities, on the basis of the subscriber's consent.

— Respond to requests for information and follow up on enquiries, on the basis of steps requested by the individual before entering into a contract or our legitimate interest in responding to communications received, depending on the enquiry.

— Ensure the operation and security of the website, on the basis of our legitimate interest in protecting our services, and carry out the optional uses described in the Cookie Policy with consent where required.

— Comply with legal obligations and establish, exercise or defend legal claims, where necessary and on the applicable legal basis.

For newsletter subscriptions, we use only the data that subscribers themselves provide in the subscription form. For enquiries, we process the information that users communicate to us. Technical data associated with the operation of the website and cookies is processed in accordance with the Cookie Policy.

Mandatory fields are identified when data is collected. Without this data, we may be unable to respond to the enquiry or provide the requested service.

3 Newsletters

Newsletter subscriptions are voluntary and are not a condition for browsing the website or buying tickets.

Subscribers may withdraw their consent at any time using the unsubscribe link included in the messages or by emailing info@liveexperiences.pt. Withdrawal does not affect the lawfulness of previous processing.

Subscribing to one newsletter does not automatically subscribe the individual to other newsletters.

We use the data provided in the subscription form exclusively for the purposes communicated to the subscriber and in accordance with the choices they have made.

4 Service providers and other recipients

We use service providers for website hosting and maintenance and for managing forms, contacts and newsletters, including E-goi.

When acting on our behalf, these providers process data in accordance with our instructions and applicable contractual and legal obligations. Data may also be disclosed to competent authorities where required by law.

Contact data is intended for use by Live Experiences for the purposes described here. It is not provided to service providers or partners for their own marketing or other independent uses.

5 Data retention

Data is retained for the period necessary for the purposes for which it was collected.

Newsletter data is used while the subscription remains valid. Following unsubscription, only information necessary to respect that choice, demonstrate compliance with obligations or defend legal claims may be retained.

Data relating to requests for information is retained until the matter is resolved and, thereafter, only for a period justified by legal obligations or the defence of legal claims.

The management and retention of contacts on the E-goi platform take place within our contractual relationship with this provider, in accordance with Live Experiences' instructions, the criteria set out above and legal data protection obligations.

6 Rights of data subjects

Under the law, individuals may request access to, rectification or erasure of their personal data, restriction of processing and data portability, and may object to processing or withdraw consent, where applicable.

Requests may be sent to info@liveexperiences.pt. We will respond within the statutory time limits, normally within one month. If a legally permitted extension is necessary, the individual will be informed.

Individuals may also lodge a complaint with the Portuguese Data Protection Authority, Comissão Nacional de Proteção de Dados, at www.cnpd.pt.

7 Security and external services

We implement appropriate technical and organisational measures to protect personal data.

When following links to external services, including ticketing platforms, users should consult the relevant privacy information. Any processing of data by Live Experiences in connection with purchases or additional services will be accompanied by the applicable information.

8 Updates

This policy may be updated. Where a change involves new purposes or requires fresh consent, the information will be provided and the consent required by law will be requested.

Live Experiences

Terms and Conditions

1 Identification and scope

The website www.liveexperiences.pt belongs to LIVE EXPERIENCES, LDA., Portuguese Tax Identification Number 507026918, with its address at Aldeamento Marinha Guincho, Rua do Cabo 33N, 2755-669 Malveira da Serra — Alcabideche, Cascais, Portugal.

Contact: info@liveexperiences.pt.

These terms govern the use of the website and set out general conditions relating to festivals, concerts and other events promoted by Live Experiences.

Each event may have specific conditions, published on its event page and through official sales channels before purchase. These supplement the present conditions without prejudice to the public's statutory rights.

2 Use of the website

Users must use the website lawfully, without compromising its operation or security or the rights of third parties.

Texts, images, videos, trademarks and other content belong to Live Experiences or are used with the permission of their respective rights holders. Their use must respect intellectual property rights and uses permitted by law.

Links to external services are provided to facilitate access to information or services. Their use is subject to the terms of the entities responsible, without prejudice to any legal responsibilities of Live Experiences.

3 Information and ticket purchases

The dates, venues, times, prices, categories, age rating and other conditions for each event are published through official channels.

Tickets must be purchased through the sales outlets identified by the organiser. Before completing a purchase, buyers should check the event, date, category, seats and total price, including any applicable fees.

Ticketing platforms may have their own terms relating to their services, without excluding the promoter's legal responsibilities.

The use of tickets in third-party commercial campaigns, competitions or promotional activities requires the organiser's permission, without prejudice to uses permitted by law.

4 Admission and conduct at events

Admission requires a valid ticket, where applicable, and compliance with the age rating, safety rules and conditions published in advance.

Conditions relating to the transfer of tickets before entry, re-entry to the venue and access to specific areas or services are stated for each event.

Attendees must comply with lawful instructions from the organiser and security personnel. Admission may be refused or attendees required to leave only in circumstances permitted by law.

Rules concerning objects, food, drinks, photography and recording are published for each event and applied with due regard for legal exceptions and health and accessibility needs.

Minors are subject to the age rating and accompanying-adult requirements applicable to the event.

5 Changes cancellations and refunds

In the event of cancellation, postponement, a change of venue, programme or headline artists, or interruption of an event, the rights and procedures provided for by the legislation in force apply.

Where a refund is due, it will be made under the conditions and within the time limits prescribed by law. Procedures will be communicated through official channels and sales outlets.

Force majeure situations are assessed in accordance with the law and do not automatically exclude the right to a refund.

The organiser may make necessary operational adjustments without prejudice to buyers' rights. Updates to these terms do not override rights associated with tickets already purchased.

6 Personal data photography and video recording

The processing of data through the website and newsletters is described in the Privacy Policy. The use of cookies is described in the Cookie Policy.

During festivals, concerts and other events promoted by Live Experiences, photographs and video footage are captured by the organiser's teams and partners present, to document and publicise the events. Notices informing attendees of this photography and recording are displayed at venue entrances.

The capture and use of images comply with applicable legislation and the rights of the individuals concerned, including rights relating to their image and personal data protection. Specific authorisations will be requested where legally required. For information or to exercise your rights, please contact info@liveexperiences.pt.

7 Contact complaints and applicable law

For information or complaints, please contact info@liveexperiences.pt.

Members of the public may use the complaint and dispute resolution mechanisms available under the law, including the Portuguese Complaints Book, Livro de Reclamações.

The Portuguese Electronic Complaints Book is available at https://www.livroreclamacoes.pt/INICIO/.

Portuguese law applies, without prejudice to mandatory consumer protection provisions and statutory rules on court jurisdiction.