

## Medieval Music in the Dales Privacy Policy

We receive, collect and store any information you enter on our website or provide us in any other way.

In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. For the most part, this Non-Personal information is collected automatically and we have no interest in monitoring or in any way utilising such information.

We also collect Personal Information - personally identifiable information (including name, email, password, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile.

We collect such Non-personal and Personal Information for the following purposes:

1. To provide and operate the services we provide (eg selling tickets or retail items);
2. To provide our users with ongoing customer assistance and technical support;
3. To be able to contact our visitors and users with general or personalized service-related notices and promotional messages (eg the newsletter);
4. To create aggregated statistical data and other aggregated and/or inferred non-personal Information, which we or our business partners may use to provide and improve our respective services;
5. To comply with any applicable laws and regulations.

When you conduct a transaction on our website, as part of the process, we collect Personal Information you give us such as your name, address and email address. Your Personal Information will be used only for the specific reasons it was provided (eg an email address to send out a newsletter, a postal address to send out an item bought online).

Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

Cookies are implemented in every site built by Wix. Take a look at the table below to view which cookies Wix implements on Wix sites:

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

We may contact you to notify you regarding your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail. For the most part our communications are via email.

If you don't want us to process your data anymore, please contact us at [medievalmusicinthedales@gmail.com](mailto:medievalmusicinthedales@gmail.com) or send us mail to Trouvere: Medieval Music in the Dales, 2 Luttrell House, Lyons Road, Richmond, North Yorks DL10 4UA. Similarly, if you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at via email or post as above.

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.