Cookies policy

This Cookie Statement explains how Tapaygo (Tapaygo Technologies Limited) uses cookies and similar technologies to recognize you when you visit our Sites or Applications ("Online Properties"), and any other webpages, subdomains, country level domain variants that link or refer to this Cookie Statement, and in course of using any of our Services. It explains what these technologies are and why we use them, as well as your rights to control our use of them.

Our Privacy Policy explains our principles when it comes to the collection, processing, and storage of your information. This Cookie policy specifically explains how we, our partners, and users of our services deploy cookies, as well as the options you have to control them.

What are cookies?

Cookies are small pieces of data, stored in text files, that are stored on your computer or other device when websites are loaded in a browser. They are widely used to "remember" you and your preferences, either for a single visit (through a "session cookie") or for multiple repeat visits (using a "persistent cookie"). They ensure a consistent and efficient experience for visitors, and perform essential functions such as allowing users to register and remain logged in. Cookies may be set by the site that you are visiting (known as "first party cookies"), or by third parties, such as those who serve content or provide advertising or analytics services on the website ("third party cookies").

Both websites and HTML emails may also contain other tracking technologies such as "web beacons" or "pixels." These are typically small transparent images that provide us with statistics, for similar purposes as cookies. They are often used in conjunction with cookies, though they are not stored on your computer in the same way. As a result, if you disable cookies, web beacons may still load, but their functionality will be restricted.

Tapaygo also collects potentially personally-identifying information like Internet Protocol (IP) addresses for logged in users and for users publishing information on Tapaygo.com. Tapaygo only discloses logged in user information under the same circumstances that it uses and discloses personally-identifying information as described below, except that more detailed user information is visible and disclosed to the administrators of Tapaygo and the organizers of events for which tickets were purchased as described below.

How we use cookies

We use cookies for a number of different purposes. Some cookies are necessary for technical reasons; some enable a personalized experience for both visitors and registered users; and some allow the display of advertising from selected third party networks. Some of these cookies may be set when a page is loaded, or when a visitor takes a particular action (clicking the "get tickets" or "book" button on a event, for example).

Many of the cookies we use are only set if you are a registered Tapaygo.com user (so you don't have to log in every time, for example), while others are set whenever you visit one of our websites, irrespective of whether you have an account.

For more information on the choices you have about the cookies we use, please see the Controlling Cookies section below.

Where we place cookies

We set cookies in a number of different locations across our services. These include:

On our websites (including Tapaygo.com, admin.Tapaygo.com, and other Tapaygo.com subdomains).

In the administrative dashboards of our websites.

On sites we host for our merchants and tenants.

On sites that use our plugins.

In the emails we send.

Types of cookies

The types of cookies we use on our websites and why we use them.

Strictly necessary

These cookies are essential for our website(s) and service(s) to perform their basic functions. These include those required to allow registered users to authenticate and perform account and order related functions, as well as to save the contents of virtual "carts" on sites that have an ecommerce functionality.

Functionality

These cookies are used to store preferences set by users such as account name, language, and location.

Security

We use these cookies to help identify and prevent potential security risks.

Analytics & performance

Performance cookies collect information on how users interact with our websites, including what pages are visited most, as well as other analytical data. We use these details to improve how our websites function and to understand how users interact with them.

Advertising

These cookies are used to display relevant advertising to visitors who use our services or visit websites we host or provide, as well as to understand and report on the efficacy of ads served on our websites. They track details such as the number of unique visitors, the number of times particular ads have been displayed, and the number of clicks the ads have received. They are also used to build user profiles, including showing you ads based on products you've viewed or acts you have taken on our (and other) websites. These are set by Tapaygo and trusted third party networks, and are generally persistent in nature.

Third party/embedded content

Sites hosted on Tapaygo.com make use of different third party applications and services to enhance the experience of website visitors. These include social media platforms such as Facebook and Twitter (through the use of sharing buttons), or embedded content from Youtube and Vimeo. As a result, cookies may be set by these third parties, and used by them to track your online activity. We have no direct control over the information that is collected by these cookies.

Strictly Necessary Cookies

These cookies are strictly necessary to provide you with Services and to use some of the Site or Application, such as access to secure areas.

These cookies are served by Tapaygo.com and related top level domains and subdomains.

How to refuse:

Because these cookies are strictly necessary to deliver the service to you, you cannot refuse them.

You may block or delete them by changing your browser settings, as described below under the heading "How can I control cookies?", but you may not be able to use every Site or Application features, and in some cases the Tapaygo.com will not perform.

Third Party Cookies for functionalities, analytics and customization

These cookies collect information that is used either in identifiable or aggregate form to help us understand how our Online Properties are being used, the effectiveness of our marketing campaigns, or to help us customize Tapaygo.com and related domains and subdomains for you.

- Google Tag Manager
- Google Analytics
- Mastercard (Online Payments)
- Checkout (Online Payments)
- Stripe (Online Payments)
- Adyen (Online Payments)
- Intercom (Customer Service)

Advertising

We do not offer you 3rd party advertising on Tapaygo.com, however organizers selling tickets to events on Tapaygo.com or related domains and subdomains may use information about your visits to Tapaygo.com and other websites in order to provide relevant advertisements about goods and services in which you may be interested. Organizers may also employ technology that is used to measure the effectiveness of advertisements. This can be accomplished by them using cookies or web beacons to collect information about your visits to Online Properties and other sites in order to provide relevant advertisements about goods and services of potential interest to you. The information collected through this process does not enable us or them to identify your name, contact details or other personally identifying details unless you choose to provide these.

Controlling cookies

Visitors may wish to restrict the use of cookies or completely prevent them from being set. Most browsers provide for ways to control cookie behavior such as the length of time they are stored – either through built-in functionality or by utilizing third party plugins. If you disable cookies, please be aware that some of the features of our service may not function correctly.

To find out more on how to manage and delete cookies, visit aboutcookies.org. For more details on your choices regarding use of your web browsing activity for interest-based advertising you may visit the following sites:

networkadvertising.org

optout.aboutads.info

youradchoices.com

youronlinechoices.eu

On a mobile device, you may also be to adjust your settings to limit tracking.

For example, you can opt out of Google Analytics by installing Google's opt-out browser add-on, or from Hotjar by using the Do Not Track header.

(Note, this Privacy Policy was repurposed from Automattic.com's Privacy Policy available under a Creative Commons Sharealike license. This privacy policy is available under a Creative Commons Sharealike license, which means you're more than welcome to steal it and repurpose it for your own use, just make sure to replace references to us with ones to you).