

PRIVACY

We are committed to protecting and respecting your privacy. Here's our promise to you.

At ArtRabbit, we know how important privacy is, and we always have. Like any website that responds to user interaction, there is a minimal amount of personal data that we collect and store to improve your experience. Read on to see what, why, how, for how long, and with whom.

What information we hold, why and how we use it

We hold basic personal information provided at the time of registering for our website or app, subscribing to our newsletters, voluntarily uploading content, or requesting further information and services. We don't collect any special categories of personal data, as defined under the GDPR, and we don't help other companies do that either. Here's what we hold, why and how:

Website users

- For registered users, we store your email, username, real name (optional), country based in (optional), information about the events you save and the people, places and venues you follow so we can suggest events that may be of interest.
- We also record the last time you logged in so we can disable inactive accounts (in line with data minimisation efforts - we're not interested in hoarding data).
- We may ask you to complete surveys that we use for research purposes, but of course, you're in no way obliged to partake.
- We hold onto the answers you fill out on the ArtOps submission forms. Specifically, we log your name, email address and your affiliated organisation or affiliated group.
- If you ever used our user support system, we may keep a record of our correspondence when you contact us to report a problem or give feedback for the sake of quality control.

Newsletter subscribers

This one's easy. We hold your email address and your newsletter preference. You can update your newsletter subscription or unsubscribe from our newsletter any time by clicking the unsubscribe link in our emails or emailing us at support@artrabbit.com.

What else?

We may use the information you've given us to notify you about changes or upgrades to our service. In an anonymised way, we may include content viewed or searched for, page response times, lengths of visit, devices and browsers used, traffic data, and weblogs. It's a long list, but this is all for statistical purposes used solely for improving our platforms and is not associated with your account.

Cookies

Cookies help us collect information to distinguish one user from another by recording activity on the website. Read more about the individual cookies we use and how to recognise them by reading our [Cookie Policy](#).

Who collects this information

If you have a personal user account, it's us ArtRabbit who hold your information. We also use a few third-parties (so-called "subprocessors") that help us provide very specific services. We've signed DPA contracts with them and keep track of their GDPR compliance. These services are:

Newsletters

We use MailChimp to deliver our weekly newsletters and manage our newsletter subscriptions. We gather statistics around email opening and clicks to help us monitor and improve our newsletter. For more information, [please see MailChimp's privacy policy](#).

Surveys and submission forms

We use Google Apps, and, more specifically, Google Forms to collect information about Open Calls or for occasional surveys. [Read Google's Privacy Policy](#).

User support system

We use UserVoice to help us make it really easy for you to leave feedback and make suggestions for us. For more information, [please see UserVoice's privacy policy](#).

Analytics

We use Google Analytics to collect information about how our site is discovered and used, collecting aggregate numbers for page views and interactions. We're using GA as a measurement tool only, not as an advertising tool. For more information on the Google Analytics Cookie we use, please see our [Cookie Policy](#).

Sharing and keeping your data safe

Sharing your information

The personal account information that we hold is accessible strictly by ArtRabbit staff only, all of whom are under the legal obligation to refrain from disclosing this to third parties. We don't sell or rent information about you.

ArtRabbit is the only entity that does anything with your user profile data stored on the website. If ever we sell ArtRabbit, or if we have a change in partners, we'll let you know so that you can choose to opt out of any of the above.

We may share anonymised data with a select few, including authorised editorial and admin staff, subprocessors, business partners, or search engine providers, but this again is for the sake of analytics, and anyone we share this stuff with will be under legal obligation to keep your information secure. Any party entrusted with your information, have provided their own privacy policies for processing data which we've linked to above. We further have agreements in place with every company or group we share data with, and we keep track of their GDPR compliance of cloud services and subprocessors.

Keeping your information safe

To ensure that your information is safe, we use HTTPS, password encryption, and we store your provided personal account information on secure servers. Of course, data is leaky in nature and there is no such thing as a guarantee when it comes to information security. What we can guarantee instead is that we take data protection seriously and that we do the utmost to ensure the information stored on our website is protected against foreseeable security breaches. In case of any data breaches, we will report to the relevant supervisory authority and will inform you without undue delay.

Your rights

Request access to information

As a registered user, you can view and update any information we hold about you by accessing [your user profile](#). You further have the right to request access to any other personal information we may hold about you, and you can update or delete it at your discretion. To delete your profile or any associated information, shoot us an email at support@artrabbit.com, and we'll get that sorted for you.

Inactive accounts

In line with data minimisation efforts, we disable accounts that have been inactive for more than 12 months. We will send you a nice little note before we do so, though.

Public or private profile

Once logged in, you may choose to use a public or private profile. Having a private profile on ArtRabbit means that other users can't search for you. However, if you choose to comment on events you've been to or wish to attend, your comments will be accessible to the public.

What else?

The ArtRabbit website may, from time to time, contain links to and from the websites of our partner networks, advertisers, and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and terms of use and that we do not accept any responsibility or liability for these policies and terms of use. Please check these policies before you submit any personal data to these websites.

And last

We review our privacy notice regularly. This privacy notice was written and reviewed on 24 May 2018. Any changes we may make to this notice in the future will be notified and made available to you through the website.

Contact

Still got questions or comments on our privacy practices? Then drop us a line at support@artrabbit.com.