

COOKIE POLICY - LINEUP

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1. WHAT ARE COOKIES?

Cookies are small data files placed on your computer, mobile phone or any other device when you visit a website or use an application.

This statement is drawn up in accordance with the General Data Protection Regulation (GDPR), the ePrivacy Directive, Article 129 of the Belgian Act of 13 June 2005 on electronic communications, and Law 25 (Quebec) — the Act to modernize legislative provisions as regards the protection of personal information — which applies to users residing in Quebec. In accordance with Law 25 and Belgian regulations, consent to the placing of non-essential cookies is required and may be withdrawn at any time.

In this cookie statement, the term "cookie" is used in a broad sense. It includes:

- *Cookies in the strict sense,*
- *As well as other similar technologies, such as web beacons, pixels or invisible GIFs.*

These technologies generally contain a unique identifier that allows LineUp to recognize your device when you:

- *Visit our online services,*
- *Perform an action related to our platform (e.g. browsing, account creation, ticket purchase).*

Cookies placed directly by LineUp are called first-party cookies.

Cookies placed by partners or service providers other than LineUp are called third-party cookies.

Third-party cookies may be used to provide additional features or services, such as:

- *Audience analysis,*
- *Performance improvement,*
- *Payment security,*
- *Where applicable, promotional content.*

The entities that place these third-party cookies may recognize your device when you visit our platform or other sites that use their services.

2 WHY DO WE USE COOKIES?

LineUp uses first-party and third-party cookies to ensure the proper operation of the platform and to improve the user experience.

Some cookies are indispensable for technical reasons. In particular, they enable:

- *Secure access to accounts,*
- *Browsing on the platform,*
- *Payment and ticketing management,*
- *Fraud and abuse prevention.*

These cookies are classified as essential or strictly necessary cookies and cannot be disabled.

Other cookies allow LineUp to:

- *Better understand how users interact with the platform,*
- *Analyze traffic and feature usage,*
- *Improve the performance and usability of the services,*
- *Personalize certain features according to your preferences.*

These cookies are used only with your consent.

Finally, certain technical partners may place third-party cookies through the LineUp platform, in particular for the following purposes:

- *Analytics,*
- *Performance measurement,*
- *Where applicable, communication and promotion.*

Event organizers using LineUp may also, depending on their configuration, use certain tools or cookies to better understand users' interest in their events.

These uses are regulated and described in more detail in the following sections.

3 TYPES OF COOKIES WE USE

LineUp uses first-party cookies and, where applicable, third-party cookies to ensure the proper operation of the platform and to improve the user experience.

The cookies used may vary depending on the part of the platform visited (website, attendee area, organizer area).

3.1 First-party cookies

First-party cookies are placed directly by LineUp.

They are mainly used to:

- *Enable browsing on the platform,*
- *Ensure secure access to user accounts,*
- *Manage sessions and preferences,*
- *Ensure that essential features work properly.*

Certain first-party cookies may also be used for analytics or service improvement purposes, in compliance with applicable regulations.

3.2 Third-party cookies

In addition to first-party cookies, technical partners may place cookies through the LineUp platform.

These third-party cookies may in particular enable:

- *Specific technical features,*
- *Analytics and performance tools,*
- *Payment or security-related services.*

The third-party entities that place these cookies may recognize your device when you visit LineUp or other sites that use their services.

3.3 Essential cookies

These cookies are indispensable to:

- *Access LineUp services,*
- *Use basic features,*

- Access secure areas,
- Manage privacy preferences,
- Temporarily store, in the browser's session storage, the display of the "Back to event" button and, for a maximum of 30 minutes, a request to follow an organizer made before logging in. This information is erased when the tab is closed.

They cannot be disabled, as their absence would prevent the platform from operating normally.

3.4 Functional cookies

These cookies make it possible to:

- Improve performance,
- Optimize usability,
- Ensure smoother use of the services.

They are not strictly necessary, but disabling them may limit certain features.

3.5 Analytics and performance cookies

These cookies allow LineUp and its service providers to:

- Understand how the platform is used,
- Measure traffic and feature usage,
- Improve the services offered.

The information collected may include, for example:

- Pages visited,
- Interactions with the platform,
- Technical data such as IP address or device type.

This data is used for statistical and continuous improvement purposes. The tool used is Vercel Web Analytics (Vercel Inc.): it does not place any cookie and relies on an anonymized identifier, renewed daily, with no cross-site tracking. LineUp uses it under the consent exemption provided for audience measurement, under the conditions set by the CNIL. You may object to it at any time via "Manage cookie preferences".

3.6 Marketing (advertising) cookies

These cookies may be used to:

- Tailor promotional messages or content,
- Measure the effectiveness of campaigns,
- Avoid repeatedly displaying the same content.

They may include:

- LineUp's own advertising cookies,
- Third-party advertising cookies (e.g. advertising platforms or social networks).

These cookies are optional and disabled by default without consent.

They correspond to the "Marketing" category of the cookie management banner. At present, LineUp does not place any advertising cookie on its own behalf; only the organizers' pixels described in section 3.7 fall within this category.

3.7 Organizers' advertising pixels

An organizer may enter the identifier of its Meta pixel (Meta Platforms Ireland Ltd, Facebook and Instagram) in its LineUp area. In that case, and only if you have accepted "Marketing" cookies, LineUp triggers this pixel on that organizer's pages: event or series page, payment and order confirmation.

The following is then transmitted to Meta: the page view, the start of payment and the purchase (event concerned, amount, currency, number of tickets), as well as the technical data specific to the pixel (IP address, browser, page visited). Meta may place the _fbp and _fbc cookies for a period of 90 days. The organizer uses them to measure the effectiveness of its advertising and to offer you advertising for its events.

You may withdraw your consent at any time via "Manage cookie preferences": the pixel then stops immediately and these cookies are deleted. For the collection and transmission of this data, LineUp, the organizer and Meta are joint controllers. The use Meta subsequently makes of it is governed by its own policy: <https://www.facebook.com/privacy/policy>

3.8 Inventory of cookies and trackers

The table below lists the cookies and trackers actually used. It is kept up to date with each change to the Platform.

Name	Issuer	Category	Purpose	Duration
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<code>__Secure-next-auth.session-token</code> (next-auth.session-token outside HTTPS), <code>next-auth.csrf-token</code> , <code>next-auth.callback-url</code>	LineUp (NextAuth)	Essential	Keep the logged-in user's session active	30 days maximum (session); csrf and callback: session
<code>lineup-cookie-consent</code>	LineUp	Essential	Remember your cookie choices	6 months
Session storage "back to event"	LineUp	Essential	Display the "Back to event" button	When the tab is closed
Session storage "pending follow"	LineUp	Essential	Retain a follow request made before logging in	30 minutes maximum
<code>__stripe_mid</code> , <code>__stripe_sid</code>	Stripe	Essential	Payment fraud prevention	1 year / 30 minutes
No cookie (Vercel Web Analytics)	Vercel Inc.	Analytics and performance	Traffic measurement	Anonymized identifier renewed daily; aggregated statistics
<code>_fbp</code> , <code>_fbclid</code>	Meta Platforms Ireland Ltd	Marketing	Organizer's advertising pixel (section 3.7)	90 days
Google cookies (e.g. NID, CONSENT)	Google Ireland Ltd	Functional	Display of the Google Maps map of the event venue	According to Google's policy (up to 6 months)

3.9 Mobile applications

The LineUp mobile applications do not use cookies in the strict sense. They include the following components, which may process technical identifiers: the operating system's notification service (Apple or Google) and technical error tracking (Sentry). No audience measurement tool is built into the applications. No advertising tracker is built into the applications; on iOS, no tracking request (App Tracking Transparency) is therefore displayed. Notifications can be disabled at any time in the device settings.

4 HOW LONG COOKIES ARE KEPT ON YOUR DEVICE

How long cookies placed on your device are kept depends on their nature and purpose. LineUp uses session cookies and persistent cookies.

4.1 Session cookies

Session cookies are used to enable smooth and secure browsing on the LineUp platform.

They are used in particular to:

- *Keep the user session active,*
- *Ensure browsing continuity,*
- *Ensure that essential features work properly.*

These cookies are automatically deleted when you close your browser or end your session.

No data is kept on your device beyond the session.

4.2 Persistent cookies

Persistent cookies remain stored on your device for a set period.

They make it possible in particular to:

- *Analyze use of the platform over an extended period,*
- *Remember certain preferences,*
- *Improve features and performance,*
- *Where applicable, measure the effectiveness of communication or promotional actions.*

Depending on their purpose, these cookies may be kept from a few hours to several months, without exceeding the maximum period permitted by applicable regulations (13 months).

They may be used by LineUp or by third-party partners to recognize your device on your next visits.

Your cookie choice, whether acceptance or refusal, is kept for six (6) months. At the end of this period, the banner is displayed to you again.

5 MANAGING COOKIES

You can manage your cookie preferences at any time.

On your first visit to the LineUp platform, a cookie banner allows you to:

- *Accept all cookies,*
- *Refuse non-essential cookies,*

- *Customize your choices by category.*

You can also change your preferences later by clicking on the "Manage cookie preferences" link, available:

Refusing non-essential cookies is as easy as accepting them, via a button of the same prominence in the banner. For Quebec residents, analytics, personalization and marketing cookies are disabled by default, in accordance with section 8.1 of Law 25.

- *From the footer of the LineUp site,*
- *Via your account settings, where applicable. As the mobile applications do not use cookies, no setting is required there.*

Please note: disabling essential cookies may prevent certain features of the platform from working properly.

6 WHERE CAN I GET MORE INFORMATION

If you have any questions about LineUp's use of cookies or related technologies, you can contact us at the following address:

contact@lineup-event.com

For users residing in Quebec, you may also contact the person in charge of the protection of personal information appointed in accordance with Law 25: Andrea Marc Kerzreho contact@lineup-event.com. For users residing in Belgium, you may lodge a complaint with the Data Protection Authority (APD), Rue de la Presse 35, 1000 Brussels – www.autoriteprotectiondonnees.be.

In the event of an unresolved dispute concerning the use of cookies, you may use the following mediation service free of charge:

CM2C – Centre de la Médiation de la Consommation de Conciliateurs de Justice

4 rue Saint-Jean, 75017 Paris — www.cm2c.net

Users residing in Belgium may contact the Consumer Mediation Service (www.mediationconsommateur.be).