

Our Freedom: A Festival of Music & Movements

Privacy Policy

Effective Date: July 11, 2026 | Last Updated: March 2026

1. Information We Collect

1.1 Information You Provide

When you use our Website, purchase tickets, make donations, or submit forms, we may collect the following information: your name, email address, phone number, mailing address, payment information (processed securely through third-party payment processors), and any other information you voluntarily provide through our contact, sponsorship, or involvement forms.

1.2 Automatically Collected Information

When you visit the Website, we may automatically collect certain information, including your IP address, browser type and version, operating system, referring URLs, pages visited, time and date of your visit, time spent on pages, and general geographic location. This information is collected through standard web technologies, cookies, and third-party analytics and live chat services.

1.3 Live Chat and Visitor Tracking

Our Website uses Tawk.to, a live chat and visitor monitoring service. When you visit the Website, Tawk.to may automatically collect and process the following information, even if you do not initiate a chat conversation: your IP address and approximate geographic location; browser type, version, and language settings; operating system and device type; pages visited, time spent on each page, and navigation patterns; referring URL (the website you came from); and session identifiers via cookies. If you initiate a chat conversation, Tawk.to may also collect your name, email address, and any other information you voluntarily provide during the conversation. This data is used to provide real-time customer support, monitor Website traffic, and improve the visitor experience. Tawk.to processes this data on its own servers and is subject to its own privacy policy, which can be reviewed at tawk.to/privacy.

2. How We Use Your Information

We use the information we collect for the following purposes: to process ticket purchases and donations; to communicate with you about the Event, including schedule updates and important announcements; to respond to your inquiries, chat messages, and form submissions; to monitor and analyze Website traffic and visitor behavior to improve our Website and Event experience; to provide real-time customer support through live chat; to comply with legal obligations; and to send promotional communications about Our Freedom, which you may opt out of at any time.

3. Information Sharing

We do not sell, trade, or rent your personal information to third parties. We may share your information with: our fiscal sponsor, Iglesia Del Evangelio Pleno De Miami Inc, for donation processing and tax receipt purposes; third-party service providers who assist us in operating the Website and processing transactions (including Tally for form submissions, Stripe for payment processing, and Tawk.to for live chat and visitor analytics); law enforcement or government agencies when required by law or to protect our rights; and event partners and sponsors to the extent necessary for Event operations.

4. Third-Party Services

Our Website uses the following third-party services, each of which may collect information about your use of the Website in accordance with their own privacy policies:

Tally (tally.so) — used for contact, sponsorship, and involvement forms. Tally may collect information you submit through these forms and set cookies for form functionality and spam prevention.

Stripe (stripe.com) — used for processing donations and payments. When you make a donation, you are redirected to Stripe's secure checkout page, where Stripe collects your payment information directly. Stripe may set cookies for payment processing, fraud detection, and security purposes. Stripe is PCI-DSS compliant.

Tawk.to (tawk.to) — used for live chat support and visitor monitoring. Tawk.to sets cookies to track your browsing session, identify returning visitors, and enable chat functionality. Tawk.to collects visitor data including IP address, pages visited, time on site, browser and device information, and geographic location. This data is collected automatically when you visit the Website, regardless of whether you use the chat feature.

Google Fonts (fonts.google.com) — used for typography. Google may log your IP address when fonts are loaded.

We encourage you to review the privacy policies of these third-party services for detailed information about their data practices.

5. Cookies and Tracking Technologies

Our Website and its third-party service providers use cookies and similar tracking technologies. Cookies are small text files stored on your device that help provide and improve our services. The following types of cookies may be used on our Website:

Essential/Functional Cookies: Set by Tally and Stripe to enable form submissions, payment processing, and security features. These cookies are necessary for the Website to function properly.

Analytics/Tracking Cookies: Set by Tawk.to to monitor visitor behavior, track browsing sessions, identify returning visitors, and collect usage data. These cookies help us understand how visitors interact with our Website.

Chat Cookies: Set by Tawk.to to maintain chat sessions, store chat history, and enable live chat functionality.

You may disable cookies through your browser settings. Please note that disabling cookies may affect the functionality of certain features on the Website, including forms, payments, and live chat. Most browsers allow you to manage cookie preferences through their settings menu.

6. Data Security

We implement reasonable administrative, technical, and physical safeguards to protect your personal information. Payment processing is handled by Stripe, which is PCI-DSS compliant and uses industry-standard encryption. However, no method of transmission over the Internet or method of electronic storage is 100% secure, and we cannot guarantee absolute security of your data.

7. Data Retention

We retain your personal information only for as long as necessary to fulfill the purposes for which it was collected, including to satisfy any legal, accounting, or reporting requirements. Chat transcripts collected through Tawk.to are retained in accordance with Tawk.to's data retention policies. When personal information is no longer needed, we will securely delete or anonymize it.

8. Children's Privacy

Our Website is not directed at children under the age of 13. We do not knowingly collect personal information from children under 13. If we become aware that we have collected personal information from a child under 13, we will take steps to delete such information.

9. Your Rights

Depending on your jurisdiction, you may have the right to: access the personal information we hold about you; request correction of inaccurate information; request deletion of your personal information; opt out of promotional communications; opt out of visitor tracking by disabling cookies in your browser; and lodge a complaint with a data protection authority. To exercise any of these rights, please contact us at ourfreedomfestival@gmail.com.

10. California Privacy Rights

If you are a California resident, you may have additional rights under the California Consumer Privacy Act (CCPA), including the right to know what personal information we collect about you, the right to request deletion of your personal information, and the right to opt out of the sale of your personal information. We do not sell personal information. Tawk.to's visitor tracking may constitute a 'share' of personal information under certain interpretations of the CCPA; you may opt out of this tracking by disabling cookies in your browser settings.

11. International Users

The Website is operated from the United States. If you are accessing the Website from outside the United States, please be aware that your information may be transferred to, stored, and processed in the United States, where data protection laws may differ from those in your country of residence.

12. Changes to This Privacy Policy

We reserve the right to update this Privacy Policy at any time. Changes will be posted on the Website with an updated effective date. Your continued use of the Website after any changes constitutes acceptance of the updated Privacy Policy.

13. Contact Us

If you have any questions about this Privacy Policy or our data practices, please contact us at:

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Email: ourfreedomfestival@gmail.com