



LIVE UNDERGROUNDS - COOKIE POLICY

Effective Date: 05 July 2026

PLEASE READ THIS COOKIE POLICY CAREFULLY

This Cookie Policy explains how **Live Undergrounds** ("Live Undergrounds", "we", "our" or "us"), a live experiences platform operated by **Dikotla Originals (Pty) Ltd**, uses cookies and similar technologies when you visit or use our website, mobile-enabled services, digital platforms and related online services (collectively referred to as the "Website").

This Cookie Policy should be read together with our:

- Privacy Policy
- Website Terms of Use
- Experience Terms & Conditions

By using the Website, you consent to our use of cookies in accordance with this Cookie Policy and any cookie preferences you have selected.

IN SHORT

- Cookies help the Live Undergrounds platform operate securely and efficiently.
- Essential cookies are required for the Website to function and cannot be disabled.
- Optional cookies help us improve the platform, understand visitor behaviour and provide a better experience.
- You may manage or change your cookie preferences at any time.

1. WHO WE ARE

Live Undergrounds is a live experiences platform operated by Dikotla Originals (Pty) Ltd.

The platform enables people to discover, participate in and book curated live entertainment and cultural experiences hosted in unique spaces.

Live Undergrounds supports a growing network of audiences, artists, venues, producers, partners and cultural experiences while fostering participation, discovery and community through both digital and in-person experiences.

Website: www.liveundergrounds.com

2. WHAT ARE COOKIES?

Cookies are small text files placed on your computer, smartphone, tablet or other device when you visit a website.

Cookies allow websites to recognise your browser, remember your preferences and improve your browsing experience.

Cookies do not usually identify you personally but may identify your browser or device.

Some cookies exist only while you browse the Website (Session Cookies), while others remain on your device until they expire or are deleted (Persistent Cookies).

3. WHY WE USE COOKIES

We use cookies to:

- operate and secure the Website;
- authenticate Members;
- manage participation in Live Undergrounds experiences;
- remember your preferences;
- improve platform performance;
- understand how visitors use the Website;
- improve accessibility;
- personalise your experience where appropriate;
- analyse platform usage;
- improve our services;
- maintain website security.

4. TYPES OF COOKIES WE USE

4.1 Essential Cookies

These cookies are strictly necessary for the operation of the Website.

They enable core functionality including:

- secure login;
- account authentication;
- payment processing;
- experience bookings;
- session management;
- fraud prevention;
- security monitoring;
- website accessibility.

These cookies cannot be disabled because the Website would not function correctly without them.

4.2 Functional Cookies

These cookies remember choices you make to improve your experience.

Examples include:

- preferred location;
- preferred neighbourhood;
- language settings;
- accessibility preferences;
- remembered login preferences.

These cookies are optional.

4.3 Analytics Cookies

Analytics cookies help us understand how visitors use the Website.

They allow us to improve:

- website navigation;
- platform performance;
- user experience;
- experience discovery;
- content effectiveness.

Information collected is generally aggregated and does not directly identify individual visitors. These cookies are optional.

4.4 Marketing Cookies

Marketing cookies help us understand how visitors discover Live Undergrounds and measure the effectiveness of our communications.

These cookies may be used to:

- measure advertising performance;
- understand campaign effectiveness;
- improve audience development;
- deliver relevant promotional communications where permitted by law.

These cookies are optional.

4.5 Third-Party Cookies

Certain Website functionality may rely upon trusted third-party service providers.

Examples include:

- Google Maps;
- YouTube;
- payment gateways;
- embedded media;
- email communication services;
- analytics providers.

These third parties may place cookies in accordance with their own privacy policies.

5. THIRD-PARTY SERVICES

The Website may integrate services provided by trusted third parties.

Examples may include:

- Google Analytics;
- Google Maps;
- YouTube;
- Meta;
- LinkedIn;
- Mailchimp;
- payment processors.

Where you interact with these services, their own cookie and privacy policies will apply.

6. MANAGING YOUR COOKIE PREFERENCES

When you first visit the Website, you may choose whether to accept optional cookies.

You may:

- Accept All Cookies;
- Accept Essential Cookies Only; or
- Manage Cookie Preferences.

You may change your cookie preferences at any time through your browser settings or, where available, through the Website's Cookie Preferences centre.

7. HOW TO MANAGE COOKIES

Most web browsers allow you to:

- view cookies;
- delete cookies;
- block cookies;
- receive notifications before cookies are stored.

Please note that disabling certain cookies may affect the functionality of parts of the Website.

8. GOOGLE ANALYTICS

The Website may use Google Analytics to help us understand how visitors interact with the Website.

Google Analytics may collect information including:

- browser type;
- operating system;
- device type;
- pages viewed;
- approximate geographic location;
- time spent on pages;
- navigation behaviour.

This information is used to improve the Website and user experience.

Further information is available from Google.

9. SOCIAL MEDIA

Where you interact with Live Undergrounds through social media platforms or embedded content, those platforms may place cookies on your device.

Their use of cookies is governed by their respective privacy policies.

10. PAYMENT SERVICES

Payments made through the Website are processed by secure third-party payment providers.

Live Undergrounds does not store or process your payment card details.

Payment providers may place cookies necessary to process secure transactions and prevent fraud.

11. PERSONAL INFORMATION

Where cookies collect or process personal information, such information will be processed in accordance with our Privacy Policy and applicable South African legislation.

12. CHANGES TO THIS COOKIE POLICY

We may amend this Cookie Policy from time to time.

The updated version will always be published on the Website.

The Effective Date at the beginning of this Cookie Policy indicates when it was last updated.

13. CONTACT US

Questions regarding this Cookie Policy may be directed to:

Live Undergrounds

Operated by Dikotla Originals (Pty) Ltd

Website: www.liveundergrounds.com

Email: info@liveundergrounds.com

14. OFFICIAL LEGISLATION

This Cookie Policy has been prepared having regard to applicable South African legislation, including:

- Protection of Personal Information Act, 2013 (Act No. 4 of 2013) ("POPIA");
- Electronic Communications and Transactions Act, 2002 (Act No. 25 of 2002) ("ECTA").

The official text of these Acts is available from the South African Government:

Protection of Personal Information Act, 2013 (Act No. 4 of 2013)

<https://www.gov.za/documents/protection-personal-information-act>

Electronic Communications and Transactions Act, 2002 (Act No. 25 of 2002)

<https://www.gov.za/documents/electronic-communications-and-transactions-act>

15. RELATED POLICIES

This Cookie Policy should be read together with the following Live Undergrounds policies:

- [Privacy Policy](#)
- [Website Terms of Use](#)
- [Experience Terms & Conditions](#)