

## **Privacy policy**

This privacy policy sets out how Sound and Song CIC, the data controller, uses and protects any information that you give us when you use this website.

Sound and Song CIC is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Sound and Song CIC may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 21/03/23

### **What we collect**

We may collect the following information:

- Name
- Contact information including address, phone number & email
- Demographic information as relevant such as age, ethnicity, income levels and sex
- Photographs, filming & testimonials
- Your views and feelings about the sessions in our evaluation surveys
- Bank details
- Information about your subscriptions and the sessions you attend
- Navigation data for our website and emails.

## **What we do with the information we gather**

We use your information to:

- Enable you to book and pay for sessions
- Sign up for newsletters
- Keep records about our sessions
- To improve our products and services
- To send you promotional emails about new products, special offers or other information which we think you may find interesting.
- To find out if our work is making a difference and if it is fulfilling our social purpose to reach a broad section of society
- We may use information about your income levels to support you with the cost of sessions.
- We may use the information to customise the website according to your interests.
- We might use filming, photographs and testimonials to promote our products and services.

The legal bases for using your personal data are to provide you with a service (contract) or Sound & Song CIC's legitimate interests in managing its services. Where we collect sensitive information about you or we use your photograph, image or testimonial we will ask for your consent. We will also ask for your consent to send you marketing messages or sign you up to our newsletters.

We will not disclose your personal information to third parties unless required by law to do so.

## **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

## **Cookies**

A “cookie” is a string of information which typically assigns you a unique identifier that is then stored on your computer. Your browser then provides that unique identifier to use each time you submit a query to the Site. We use cookies on the Site to, among other things, keep track of services you have used, record registration information, record your user preferences, keep you logged into the Site, facilitate purchase procedures, and track the pages you visit. Cookies help us understand how the Site is being used and improve your user experience.

You can understand more about Cookies and how we use them here: <https://support.squarespace.com/hc/en-us/articles/360001264507>

## **Links to other websites**

Our website may contain links to easily enable you to visit other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information that you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## **How long we keep your data**

We will keep your personal information for as long as you are subscribed to our services and for a period of time afterwards in line with our retention policy.

## **Your rights**

- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time
- You may request details of personal information which we hold about you.
- You have the right to ask for your personal information and the data we hold about you to be deleted.
- You have the right to request a copy of the information we hold about you.
- If you believe that any information we are holding about you is incorrect or incomplete, please email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.
- You may have the right to data portability.

To exercise these rights or ask a question about our privacy policy please email us at: [zoe@soundandsong.co.uk](mailto:zoe@soundandsong.co.uk)

If you would like to make a complaint about how we process your data you can contact the Information Commissioner's Office:  
[ico.org.uk](https://ico.org.uk)