

## **Privacy policy**

This privacy policy sets out how Sound and Song CIC 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 28/02/23

### **What we collect**

We may collect the following information:

- Name and job title
- Contact information including email address
- Demographic information such as postcode, preferences and interests
- Other information relevant to client surveys and/or offers

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

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.

- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone or mail.
- We may use the information to customise the website according to your interests.

## **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.

### **Controlling your personal information**

If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by emailing us at [zoe@soundandsong.co.uk](mailto:zoe@soundandsong.co.uk).

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish for this to happen.

You may request details of personal information which we hold about you under the Data Protection Act 1998. If you would like a copy of the information held on you please write to [zoe@soundandsong.co.uk](mailto:zoe@soundandsong.co.uk)

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.