



Sounds About Light

Sounds About Light Privacy Policy

Our contact details

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The purpose of this policy is to explain to you how we control, process, handle and protect your personal information through the business and while you browse or use this website. If you do not agree to the following policy you may wish to cease viewing / using this website, and or refrain from submitting your personal data to us.

Policy key definitions:

- "I", "our", "us", or "we" refer to the business, Sounds About Light.
- "you", "the user" refer to the person(s) using this website.
- GDPR means General Data Protection Act.
- PECR means Privacy & Electronic Communications Regulation.
- ICO means Information Commissioner's Office.

Processing of your personal data

Under the GDPR (General Data Protection Regulation) we control and process any personal information you provide to us electronically in the following ways. Unless otherwise defined, we only process your personal information for accounting purposes, records, quotations, contracts, advertising and marketing.

Under the General Data Protection Regulation (GDPR), the lawful basis we rely on for processing this information is:

We have a contractual obligation

Why do we need it

To provide you with details about our services, supply a quotation or enter into a contract with you.

Data retention period

The amount of time that we store your data depends on the reason for collecting your data:

- Written communications (email, text message and social media messages) will be retained for 12 months
- Issued quotations will be retained for 12 months
- Contracts and invoices will be retained for 6 years under the legal requirements set by HMRC

We will continue to process your information under this basis for the timescales specified above.

Sharing of your data

We may share your information with third parties under the contract lawful basis. Third parties are our service providers/data hosts, which include Google, Wix, Facebook, Instagram, Pinterest and Twitter. All of which are GDPR compliant companies.

What type of information we have

We currently collect and process some or all of the following personal identifiable information:

- Name
- Address
- Phone number
- Email address
- Approximate geolocation (we do not collect IP addresses)
- Social media account username(s)

How we get the information

Most of the personal information we process is provided to us directly by you by the following means:

- When you visit our website, phone us, send a message to our social media accounts or send us an email, your data will be collected in accordance with this privacy policy.

We also receive personal information indirectly, from the following sources in the following scenarios:

- Third party venues that we work with, have contracted us to provide entertainment for your event.
- Communications via third party platforms - Facebook, Google (G Suite business email), Instagram, Pinterest, Wix (website host) and Twitter.

We are exempt from registration in the ICO Data Protection Register because we are only processing personal data for core business purposes.

How we store your information

All data that you provide to us or third parties will be stored and backed up securely within the EEA/EU with protective measures in place to avoid data breach. Any data that is stored outside of the EEA/EU will meet the 'Privacy Shield' standard or binding corporate rules will be in place.

This includes data saved to computers, mobile devices and cloud-based services. Protective measures include encryption, password protection, pass codes, finger print recognition and firewall technology.

Data is erased from our local systems when there is no longer a business need for it. Data is securely erased using the British [HMG IS5](#) (Infosec Standard 5) method. Data stored in cloud-based services is erased as per individual third-party service provider privacy policies.

Our methods meet the GDPR compliance requirement.

Fair & Transparent Privacy Explained

We have provided some further explanations about user privacy and the way we use this website to help promote a transparent and honest user privacy methodology.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at:

privacy@soundsaboutlight.co.uk

or

[07903 795013](tel:07903795013)

if you wish to make a request.

You also have the right to complain to the ICO www.ico.org.uk if you feel there is a problem with the way we are handling your data.

We handle subject access requests in accordance with the GDPR.

Privacy policy updates

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

How to complain

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113

Third party service provider privacy policies

<https://support.google.com/googlecloud/answer/6056650?hl=en>

<https://www.wix.com/about/privacy>

<https://www.facebook.com/policy.php>

<https://policy.pinterest.com/en/privacy-policy>

<https://help.instagram.com/402411646841720>

<https://twitter.com/en/privacy>