

Effective Date: 10 July 2025

MM Sound & Lighting Ltd ("we", "us", or "our") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your personal information when you use our website: www.mmsoundandlighting.com ("Site").

We comply with all applicable data protection laws, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. Who We Are

MM Sound & Lighting Ltd

Registered in Scotland

Email: enquiries@mmsoundandlighting.com

Phone: +44 (0)1324 624598

2. What Personal Data We Collect

We only collect personal data when it is voluntarily provided through our website, typically via:

- Online quote request forms
- General enquiry contact forms
- Cookies and website analytics tools

The personal data we may collect includes:

- Full name
- Email address
- Telephone number
- Billing or event address
- Any message or enquiry submitted through our forms
- IP address or browser data (via cookies and analytics tools)

We do not collect payment or financial information through our Site.

Our website is not intended for children. We do not knowingly collect data from anyone under the age of 13.

3. How We Use Your Information

We use your personal data for the following purposes:

- To respond to your enquiry or quote request
- To prepare and send formal quotations
- To manage your event booking or order
- To communicate with you about your request or booking
- To keep internal records
- To improve our services and website usability

We will not use your personal data for marketing unless you have opted in.

4. Legal Basis for Processing

We rely on the following legal bases under UK GDPR:

- Contractual necessity: for responding to quote requests or processing orders
- Legitimate interests: for improving our services and responding to enquiries
- Consent: for optional communications and use of cookies

5. Cookies and Website Analytics

Our Site uses cookies to:

- Remember your browsing preferences
- Track and analyse website usage statistics

We use tools such as Google Analytics which may collect anonymised IP addresses and browsing behaviour.

For more information, including how to manage your preferences, please see our Cookie Notice.

6. How We Store and Protect Your Data

We implement appropriate technical and organisational measures to secure your data, including encryption and access controls. Your data is stored:

- On secure servers located in the UK and the European Union (EU)
- Within business systems used to manage quotes and customer communications

We retain your data only for as long as necessary to fulfil the purpose for which it was collected or to meet legal obligations.

Typical retention periods:

- Enquiries and quote requests: up to 12 months
- Booking and transaction records: up to 6 years (for legal and tax purposes)
- Analytics data: up to 26 months in anonymised form

7. Sharing Your Data

We do not sell or lease your personal data to any third party.

We may share your personal data with trusted service providers who assist us in operating our business, including:

- IT service providers (e.g. website hosting, email delivery)
- Courier services or subcontractors for event delivery
- Analytics and cookie tool providers (as per our Cookie Notice)

We ensure all third-party processors are contractually obligated to protect your data under UK GDPR standards.

Your personal data may be stored or processed on servers located in the UK or EU. We ensure that any such transfers are compliant with UK GDPR and that an adequate level of protection is maintained.

8. Data Security and Breach Notification

We have procedures in place to deal with any suspected data breach. If a breach occurs that poses a risk to your rights and freedoms, we will notify you and the Information Commissioner's Office (ICO) as required by law.

9. Your Rights

You have the following rights under data protection law:

- Right to access a copy of your personal data
- Right to rectify inaccurate or incomplete data
- Right to erasure ("right to be forgotten") in certain circumstances
- Right to restrict or object to processing
- Right to data portability (to move your data to another provider)
- Right to withdraw consent at any time (where consent is used)
- Right to lodge a complaint with the Information Commissioner's Office (ICO)

We do not carry out automated decision-making or profiling.

To exercise any of these rights, contact us at: enquiries@mmsoundandlighting.com

More information: www.ico.org.uk

10. Third-Party Links

Our Site may contain links to external websites. Once you leave our Site, we are not responsible for the privacy practices or content of those sites. Please review their privacy policies separately.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Changes will be posted on this page. We recommend checking periodically to ensure you are aware of any updates.



SOUND AND LIGHTING

12. Contact Us

If you have any questions or concerns about this Privacy Policy or how we use your personal data, please contact:

MM Sound & Lighting Ltd

Email: enquiries@mmsoundandlighting.com

Phone: +44 (0)1324 624598

