

Privacy Policy

Introduction

Signature Audio ("we", "us", "our") is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and disclose your personal data when you interact with us, whether in person, by phone, via our website, or through other means. This policy is compliant with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

Data Controller

Joseph Bullen acting on behalf of Signature Audio is the data controller responsible for your personal data. Our contact details are:

Signature Audio
info@signatureaudio.co.uk
07795 277223

Data We Collect

We may collect and process the following data about you:

Information You Provide

- Personal identification information (such as name, email address, phone number, postal address)
- Payment details (such as credit/debit card information)
- Business information (such as company name, job title)
- Communication records (such as emails, phone calls, messages)

Information Collected Automatically

- Technical data (such as IP address, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access our website)
- Usage data (such as information about how you use our website, products, and services)

Information from Third Parties

- Publicly available sources (such as Companies House and the Electoral Register)
- Third-party services (such as payment processors and delivery services)

How We Use Your Data

We use your personal data for the following purposes:

- To provide and manage your account
- To process your orders and deliver our products and services
- To manage payments and collect debts
- To communicate with you, including responding to inquiries and sending administrative information
- To improve our website, products, and services through analysis and research
- To comply with legal obligations and protect our legal rights

Legal Basis for Processing Your Data

We rely on the following legal grounds to process your personal data:

- Performance of a contract: When processing is necessary for the performance of a contract with you or to take steps at your request before entering into a contract.
- Legal obligation: When processing is necessary for compliance with a legal obligation.
- Legitimate interests: When processing is necessary for our legitimate interests or those of a third party, provided these interests are not overridden by your rights and interests.
- Consent: When you have given us explicit consent to process your data for a specific purpose.

Data Sharing

We may share your personal data with the following third parties:

- Service providers: Companies that provide services to us, such as IT and system administration services, payment processing, and delivery services.
- Professional advisors: Such as lawyers, bankers, auditors, and insurers.
- Regulators and other authorities: When we are legally required to do so.

International Transfers

We do not transfer your personal data outside the European Economic Area (EEA). If this changes in the future, we will ensure that appropriate safeguards are in place to protect your data.

Data Security

We have implemented appropriate security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorised way, altered, or disclosed. Access to your personal data is limited to those employees, agents, contractors, and other third parties who have a business need to know.

Data Retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

Your Data Protection Rights

Under certain circumstances, you have the following rights under data protection laws in relation to your personal data:

- Right to access: You have the right to request copies of your personal data.
- Right to rectification: You have the right to request that we correct any information you believe is inaccurate or complete information you believe