

Facets of Sound



Turning Convention on Its Head

Privacy Policy

Last updated: 8 August 2025

1. Who We Are

We are **Facets of Sound** (“we”, “our”, “us”), the operator of **www.facetsofsound.com** (the “Website”), selling recorded sounds and providing recording services for the creation of living histories.

Our contact details are:

Email: jamie@facetsofsound.com

Business Name: Facets of Sound

We are the “data controller” of the personal information you provide to us and are committed to protecting your privacy in compliance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

2. Information We Collect

We may collect and process the following types of personal data:

- **Identity Information** – name, email address, postal address, phone number.
- **Transaction Information** – order details, invoices, payment confirmations.

- **Service Information** – audio files, recordings, or notes you provide as part of our recording services.
- **Technical Data** – IP address, browser type, device type, and website usage data collected via cookies or similar technologies (see our Cookies Policy if applicable).

3. How We Use Your Information

We use your personal data to:

- Process and fulfil your orders, including issuing electronic invoices and enabling product downloads.
- Provide customer support and respond to enquiries.
- Deliver and improve our Products & Services.
- Comply with legal and tax obligations.
- Send you service-related communications (transaction confirmations, delivery updates, invoice copies, etc.).

We will only use your personal information for marketing with your explicit consent, and you may withdraw consent at any time.

4. Financial Information Handled by Stripe

We do not store your full payment card details.

Payments are securely processed by **Stripe**, our payment service provider. Stripe collects, processes, and stores your payment information in accordance with their own Privacy Policy (<https://stripe.com/gb/privacy>).

We only receive confirmation of payment, the amount paid, and limited billing information necessary for order fulfilment and invoicing.

5. Legal Basis for Processing

We process your personal data on the following legal bases:

- **Contract** – to provide the Products & Services you have purchased.
- **Consent** – for marketing communications.
- **Legal Obligation** – to comply with applicable laws and financial record-keeping.
- **Legitimate Interests** – for website security, fraud prevention, and service improvements.

6. Your Rights

Under UK GDPR, you have the right to:

- Access the personal data we hold about you.
- Request correction of inaccurate data.
- Request erasure of your data (“right to be forgotten”) where legally applicable.
- Restrict or object to processing.
- Request the transfer of your data to another service provider (“data portability”).
- Withdraw consent where processing is based on consent.

To exercise your rights, contact us at **jamie@facetsofsound.com**. We will respond within one month as required by law.

7. Data Retention

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected or to comply with legal, accounting, or reporting obligations. This includes retaining invoice records for the period required under UK tax laws.

8. Security

We implement appropriate technical and organisational measures to safeguard your personal data. However, no online transmission is completely secure, and we cannot guarantee absolute security.

9. External Links

Our Website may contain links to third-party websites. We are not responsible for the content, accuracy, or privacy practices of such websites. You should review the privacy policy of any external website you visit.

10. Sharing Your Information

We may share your information with:

- Service providers acting on our behalf (e.g., payment processors, IT support).
- Professional advisers (e.g., accountants, legal consultants).
- Authorities where required by law.

We do not sell your data to third parties.

11. International Transfers

If we transfer your personal data outside the UK, we will ensure that appropriate safeguards (such as standard contractual clauses) are in place to protect your information.

12. Modification of Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with the updated “Last Updated” date. Continued use of our Website after changes have been posted constitutes your acceptance of the updated policy.

13. Contact Information

For questions about this Privacy Policy or to exercise your data protection rights, please contact:

Email: jamie@facetsofsound.com

Business Name: Facets of Sound