

Songspell WEBSITE PRIVACY POLICY & TERMS AND CONDITIONS (GDPR COMPLIANT)

Effective Date: 26/11/2025

Band Name: Songspell

Contact Email: howard.quinn@dechen.org

Business Address: 32 Harrison Grove, Harrogate, N Yorkshire, HG1 4QJ

PRIVACY POLICY

1. Introduction

Songspell (“we”, “our”, “us”) values your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, store, and share your data when you visit our website, purchase tickets, buy physical CD albums, or download digital content.

2. Information We Collect

- **Personal Information:** Name, Email address, Billing and shipping address, Phone number
- **Payment Information:** Credit/debit card details (processed securely via our payment provider; we do not store card details)
- **Order Details:** Tickets purchased, CD albums ordered, Digital downloads accessed
- **Technical Information:** IP address, Browser type, Device information, Cookies and usage data

3. How We Use Your Information

We use your information to process orders, communicate with you, send updates (if opted in), improve services, send you information if you sign up to our newsletter and comply with legal obligations.

4. Sharing Your Information

We do not sell your data. We may share with payment processors, delivery services, event organisers, or legal authorities if required.

5. Cookies

Our website uses cookies to enhance your experience. You can manage or disable cookies in your browser settings.

6. Data Security

We implement measures to protect your data against unauthorised access.

7. Your Rights (GDPR)

You have the right to access, correct, delete your data, and withdraw consent for marketing. Contact us at howard.quinn@dechen.org.

8. Data Retention

We retain data only as long as necessary or as required by law.

9. Third-Party Links

We are not responsible for third-party privacy practices.

TERMS & CONDITIONS

1. Introduction

These Terms govern your use of Songspell's website and purchases. By using our site or making a purchase, you agree to these Terms.

2. Eligibility

You must be at least 18 years old or have parental consent to make purchases.

3. Orders and Payment

All prices are in pound sterling. Payment is processed securely; we do not store card details.

4. Delivery

- **Tickets:** Delivered electronically.
- **Physical CDs:** Shipped to your address.
- **Digital Downloads:** Available immediately after payment.

5. Refunds and Cancellations

- **Tickets:** Non-refundable unless event is cancelled.
- **Physical CDs:** Refunds only for defective items within 14 days.
- **Digital Downloads:** Non-refundable once accessed.

6. Intellectual Property

All content is owned by Songspell and protected by copyright laws.

7. GDPR Compliance

You have rights under GDPR: Access, Rectification, Erasure, Restriction, Portability, Objection. Contact us at howard.quinn@dechen.org.

8. Data Processing

We process data only for fulfilling orders, communication, marketing (if opted in), and legal compliance.

9. Limitation of Liability

We are not liable for losses caused by events beyond our control or third-party services.

10. Changes to Terms

We may update these Terms; continued use indicates acceptance.

11. Contact

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