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# Privacy Policy for The Soul Monkeys

*Last updated: May 2026*

## 1. Overview

Your privacy matters. This Privacy Policy explains how **The Soul Monkeys** (“we”, “our”, “us”) collects, uses, and protects your personal information when you visit our website, make an enquiry, or book us for a wedding or function.

By using our website, you agree to the practices described in this policy. If you have questions, you can contact us at [soulmonkeysroy@gmail.com](mailto:soulmonkeysroy@gmail.com)

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## 2. Information We Collect

We collect information in the following ways:

- **Contact Form Details** — When you submit an enquiry, we collect your name, email address, phone number, event details, and any message you provide.
- **Booking Information** — If you book us, we may collect additional details such as venue address, event schedule, and payment information.
- **Website Usage Data** — Like most websites, we use cookies and analytics tools to understand how visitors use our site (e.g., pages viewed, time spent, device type).
- **Media Consent** — If you agree to let us use photos or videos from your event, we may store that consent.

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## 3. How We Use Your Information

We use your information to:

- **Respond to Enquiries** — To answer questions and provide quotes.
- **Manage Bookings** — To organise performance logistics and communicate with you before your event.
- **Improve Our Website** — To analyse website performance and user behaviour.
- **Marketing Communications** — Only if you opt in, we may send occasional updates, offers, or announcements.

We do **not** sell your data or share it with third parties for marketing.

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## 4. Legal Basis for Processing

We process your data under the following lawful bases:

- **Contract** — When you enquire or book us.
  - **Consent** — For marketing emails or use of event media.
  - **Legitimate Interest** — For website analytics and improving our services.
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## 5. Sharing Your Information

We only share your data when necessary:

- **Service Providers** — e.g., email hosting, website analytics.
- **Event Coordination** — If required, we may share limited details with venues or event planners.
- **Legal Requirements** — If required by law or to protect our rights.

We never share your data for unrelated commercial purposes.

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## 6. Cookies & Tracking Technologies

Our website uses cookies to:

- Keep the site functioning properly
- Understand visitor behaviour
- Improve performance and user experience

You can manage or disable cookies in your browser settings.

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## 7. Data Retention

We keep your information only as long as necessary:

- Enquiry data: up to **12 months**
  - Booking records: up to **7 years** (for accounting/legal purposes)
  - Marketing consent: until you unsubscribe
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## 8. Your Rights

Under UK GDPR, you have the right to:

- **Access Your Data**
- **Correct Inaccurate Data**
- **Request Deletion**
- **Withdraw Consent**
- **Object to Processing**

To exercise any of these rights, contact us at [soulmonkeysroy@gmail.com](mailto:soulmonkeysroy@gmail.com)

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## **9. Security**

We take reasonable steps to protect your information from loss, misuse, or unauthorised access. However, no online system is completely secure, so we encourage you to take care when sharing personal information online.

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## **10. Links to Other Websites**

Our website may contain links to external sites (e.g., social media). We are not responsible for their privacy practices.

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## **11. Changes to This Policy**

We may update this Privacy Policy occasionally. The latest version will always be posted on this page.

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