



Speaking Voices Privacy Policy

This privacy policy follows General Data Protection Regulations (GDPR). This policy sets out how Speaking Voices ("we", "us" or "our") uses and protects all your personal data. Please read our privacy policy carefully as it contains important information about what to expect when we collect personal information about you and how we will use that data.

Types of data we collect

Personal Data: When using our services, we collect personally identifiable information which may include, but is not limited to:

- First Name
- Last Name
- Email Address
- Telephone Number
- Address
- Cookies and Usage data

We may use your Personal Data to contact you about our new and existing products, our free resources and blogs that you may be interested in. This will be in a form of newsletter sent via email. There may be other marketing, related to our services that we might promote. You may opt out by unsubscribing at any time. This can be found at the bottom of your email, alternatively you can email hello@speakingvoices.com and we can remove your information.

Usage Data: When you visit our site your technical data may be collected. This is to inform us how our services are accessed and used. This may include but not limited to:

- Your Internet Protocol address (IP address)
- The Type of Browser you use
- The pages of our Services that you visit
- The time and date of when you visit
- The time spent on those pages

How we use your data

All the information we collect will inform and provide us with a better understanding of who you are, in order to give you the best possible needs. The data allows us to keep in contact with you if you have made an enquiry about our services and if you choose to use our services. Also, the data allows us to update you if there are any changes to our services and to maintain our high standard of customer service. Using the data we are able to monitor any technical issues with our website and to continuously enhance our services.



Your Consent and Your Rights

By submitting your personal information to us, you consent to the use of that information set out in this policy.

You have the right to update or delete the information you have given to us. If the information you have given is inaccurate or incomplete you have the right to rectify this information. You have the right to request a copy of your information details that we have. You also have the right to withdraw your consent at any given time.

Children Under the age of 18

If you are under the age of 13, we suggest your parent(s) or guardian(s) should register your interest if you wish to use our services. By asking your parent(s) or guardian(s) to register your interest, they accept the terms of this policy. If you are 13-17 then you can give us permission to use your personal information. We ask that if a child under the age of 13 is attending a session, we advise for the parent(s) or guardian(s) to be present in the room for safeguarding purposes, unless agreed otherwise. All of our voice coaches are DBS and have gone through safeguarding training.

Retention of Data

Speaking Voices will retain your Personal Data only for as long as its necessary whilst you are using our services. We may need to keep any personal data relating to you for the statutory of 7 years due to legal or financial regulatory reasons - after which the data will be removed.

Speaking Voices will also retain Usage Data for internal analysis purposes. Any usage data we use, will be kept up to 2 years.

Disclosure of Information

We only disclose personal information if we are required to do so by law. This may be in court or to cooperate with an ongoing investigation from public authorities. As a legal requirement, we have the rights to protect and defend the properties of Speaking Voices. Speaking Voices has a duty to comply with legal obligation in order to protect the personal safety of other users of this service and/or the public.

Security of Data

The security of your data is really important to us, but whilst we protect your data to our best ability, no method or storage is 100% secure and therefore cannot guarantee its absolute security.

Third Party Service Providers

We may employ third party companies and individuals to facilitate our website and to perform website-related services or to assist us in analysing how our website is used.



Google Analytics

We use Google Analytics to monitor and analyse the use of our website. Google Analytics tracks and reports website traffic. To view Google's privacy policy click [here](#).

Visitor Analytics

Visitor Analytics is a simple website analytics service that measures the traffic on our website and website visitors' general details. We collect statistics like which pages visitors visit and when, where they are approximately located, where they land first or if they are coming from a specific referral, to make our website visitors' experience better.

As a website operator using Visitor Analytics, we process information about our visitors' device type and screen size/resolution, approximate location, browser, OS, IPs, page visits, bounce rate, conversions, conversion funnels, average sessions per visitor, average pages per session, average session duration, time spent on the website and preferably visited content on the website. All this data is pseudonymized and Visitor Analytics will not use the collected data to identify individual users or to match the data with additional information on an individual user.

We do not use cookies to collect this data. Instead, we use the so-called fingerprinting technology that does not require placing any cookies, files or technology on your device. Fingerprinting relies on your device's technical attributes and combines them to identify your device as a unique device and allow for reliable analytics.

Visitor Recordings

Visitor Recordings is an additional feature to Visitor Analytics (described above) in the form of a simple website replay tool that records in statistics where our website visitors scrolled to and what they clicked on our website. We can see this information in playbacks and so-called "heatmaps". Collecting these statistics helps us to make our website more user-friendly as well as to reproduce and fix technical errors.

Basically, as a website operator using Visitor Recordings, we are using a snippet of tracking code to collect data about our visitors' journey on our websites, which subpages they visit, what they clicked on, where they moved their mouse cursor to and where they scrolled. All this data is pseudonymized and Visitor Analytics will not use the collected data to identify individual users or to match it with additional information on an individual user.

Stripe

We offer Stripe as a payment platform to our customers to process payments for our services. We do not store or collect your card payment details. This information is



provided directly to our third party payment processors. To view Stripe privacy policy, click [here](#).

Use of Cookies

Cookies are sent to your browser from a website and stored on your device. This website uses cookies to store information about your visit in order to provide content that is relevant to you and to enhance your experience. By using this website you agree to our use of cookies. However, if you do not accept cookies, you may not be able to use some portions of our Service.

Changes to This Privacy Policy

We are always looking to review our privacy policy. If there are any alternations to this policy, all changes will be shown on this page. The Privacy Policy can be changed at any time without any given notice. We will always respect the privacy of individuals and organisations who browse our website and leave contact details with us. We do not sell or share your information to any third party.

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