

# Privacy Policy - Prestige Sound & Light

## Last Updated

30 July 2025

## 1. What Information We Collect

We may collect personal information including:

- Your name
- Contact details (email address, phone number)
- Event details (location, date, type)
- Any other information you voluntarily provide (e.g., through forms, emails, or messages)

We may also collect non-identifiable data (such as website usage statistics) through cookies or third-party analytics tools.

## 2. How We Collect Your Information

We collect personal information when you:

- Fill out a contact or booking form on our website
- Communicate with us via email, phone, or social media
- Use our services
- Visit our website (via cookies and tracking tools)

## 3. Why We Collect Your Information

We collect and use your information to:

- Respond to enquiries or bookings
- Deliver our DJ, lighting, and production services
- Send invoices, updates, or promotional materials (only if you've opted in)
- Improve our website and services
- Comply with legal obligations

## 4. How We Store & Protect Your Information

## **Privacy Policy - Prestige Sound & Light**

Your personal information is stored securely, and we take reasonable steps to protect it from misuse, loss, unauthorised access, or disclosure. We may use trusted third-party services (such as web hosting, email, or CRM tools) that are also committed to data protection.

### **5. Disclosure of Personal Information**

We do not sell your data. We may disclose your personal information to:

- Our service providers (e.g., payment platforms, email providers)
- Legal or regulatory authorities if required by law
- Any person you have authorised to deal with us on your behalf

### **6. Cookies & Website Analytics**

We use cookies and tools such as Google Analytics or Meta Pixel to:

- Understand website traffic and user behaviour
- Improve your browsing experience
- Retarget ads based on your interactions with our site

You can disable cookies via your browser settings, but this may affect your site experience.

### **7. Access & Correction**

You have the right to:

- Access the personal information we hold about you
- Request corrections if you believe it's inaccurate, out of date, or incomplete

To do so, please contact us via the details below.

### **8. Complaints**

If you believe we've breached your privacy rights, please contact us and we'll respond promptly. If you're not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) at [www.oaic.gov.au](http://www.oaic.gov.au).

## **Privacy Policy - Prestige Sound & Light**

### **9. Contact Us**

If you have any questions about this Privacy Policy or your personal information, please contact:

Prestige Sound & Light

Email: [prestigesoundnlight@gmail.com](mailto:prestigesoundnlight@gmail.com)

Phone: 0451 930 992

Website: <https://www.prestigesoundandlight.com.au>