

Privacy Policy

Introduction

RG Jones Sound Engineering Ltd is committed to protecting your personal information and being transparent about how we use it. This Privacy Policy explains what data we collect, how we use it, and your rights under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

By using our website or services, you agree to the practices described below. You may withdraw your consent at any time by contacting us.

We may update this policy from time to time. Please check back regularly to stay informed.

What We Collect

We may collect and process the following personal data:

- Identity Data – Name, job title, date of birth
- Contact Data – Email address, phone number, postal address
- Demographic & Preference Data – Interests, communication preferences
- Technical Data – IP address, browser type, location, and device info
- Usage Data – How you use our website and services
- Marketing Data – Preferences regarding promotional communications
- Financial Data – Bank or payment details (for projects/contracts only)

How We Collect Data

- Directly – When you contact us, complete forms, request quotes, apply for services, or provide feedback
- Automatically – Via cookies and website analytics tools (e.g. your IP address, browser, device info)

Why We Use Your Data

- We use your personal data to:
 - Deliver our services (Rentals & Installations)
 - Respond to enquiries and send quotes
 - Improve our website and service offering
 - Send marketing communications (if you've opted in)
 - Meet legal and contractual obligations
- We only share data with trusted third parties (e.g. sub-contractors, hosting providers) when necessary for service delivery — never for marketing.

How Long We Keep Your Data

We retain data only as long as needed to fulfil our services or legal obligations. Data is securely deleted or anonymised when no longer needed.

Your Rights

You can request to:

- Access the data we hold about you
- Correct or update inaccurate data
- Delete your data or restrict how we use it
- Withdraw consent at any time

To do so, contact us at info@rgjones.co.uk or in writing at the address below.

Security

We take appropriate security measures to protect your data from unauthorised access, loss, or misuse.

Third-Party Links & APIs

Our website may link to other sites. We are not responsible for their content or privacy practices. We may use APIs (e.g. Twitter) to display social media content — this data is treated with the same care as all other personal data.

Contact

+44 (0) 20 8971 3100

info@rgjones.co.uk

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Last Edited: June 26, 2025