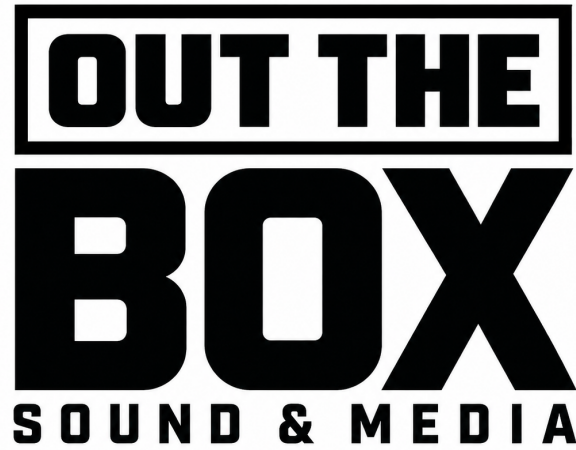




PRIVACY POLICY

Effective date: 20 July 2026

1. Introduction

Out The Box Sound & Media ("Out The Box Sound & Media", "Out The Box", "we", "our", or "us") is committed to protecting your privacy and handling your personal information responsibly. This Privacy Policy explains how we collect, use, disclose, store, and protect your personal information when you visit our website, contact us, engage our services, attend our events, or otherwise interact with our business. By using our website or services, you acknowledge that you have read and understood this Privacy Policy.

2. What Information We Collect

Depending on how you interact with us, we may collect personal information including:

- Full name
- Business or organisation name
- Email address
- Telephone number
- Postal or billing address
- Event details
- Project requirements
- Payment and invoicing information
- Photos, videos, recordings, or media you provide to us
- Information submitted through enquiry forms
- Communications between you and Out The Box

- Website usage information including IP address, browser type, pages visited and cookies

You may choose not to provide certain information, however this may limit our ability to provide services.

3. How We Collect Information

- We collect personal information when you:
- Submit an enquiry through our website
- Request a quote
- Book our services
- Contact us via email, phone or social media
- Subscribe to newsletters or marketing communications
- Attend events organised by Out The Box
- Participate in competitions, promotions or surveys
- Interact with our website through cookies or analytics tools

Where reasonable, we collect information directly from you.

4. How We Use Your Information

- We use your personal information to:
- Respond to enquiries
- Provide quotations
- Deliver our services
- Manage bookings and events
- Process invoices and payments
- Communicate throughout projects
- Improve our website and customer experience
- Send updates, promotions or marketing where permitted by law
- Maintain business records
- Meet our legal obligations

We only use your information for purposes reasonably related to our business unless required or authorised by law.

5. Marketing Communications

From time to time, we may send you information about our services, events, promotions or updates. You may unsubscribe from marketing communications at any time by

following the unsubscribe instructions or contacting us directly. We will not send marketing communications where prohibited by law.

6. Photography, Video & Media

As a media production company, Out The Box may photograph, film or record projects, events and productions. Where appropriate, we may use completed work, behind-the-scenes content, event footage or photography for:

- Our website
- Social media
- Marketing and advertising
- Portfolio showcases
- Award submissions
- Promotional materials

Where required, we will obtain permission before using identifiable content for promotional purposes. If you do not wish to appear in promotional material, please notify us before your event or project wherever possible.

7. Cookies & Website Analytics

Our website may use cookies and similar technologies to improve user experience and understand how visitors use our website.

- Cookies may collect information such as:
- Browser type
- Device information
- IP address
- Pages visited
- Time spent on our website
- Referral sources

You can disable cookies through your browser settings, although some website features may not function correctly.

8. Third-Party Services

We may use trusted third-party providers to help operate our business, including:

- Website hosting providers
- Payment processors
- Cloud storage providers
- Email providers
- Analytics services
- Social media platforms
- Booking or scheduling software
- Streaming or content delivery platforms

These providers may collect or process personal information in accordance with their own privacy policies. Out The Box is not responsible for the privacy practices of third-party websites or services.

9. Disclosure of Information

We do not sell or rent your personal information. We may disclose your information where necessary to:

- Service providers assisting our business
- Professional advisers
- Payment providers
- Government authorities where required by law
- Courts or regulatory bodies
- Other parties where you have provided consent

We only disclose information where reasonably necessary.

10. Storage & Security

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure. Security measures may include:

- Password-protected systems
- Secure cloud storage
- Restricted staff access
- Secure payment processing
- Regular software updates

While we take reasonable precautions, no internet transmission or electronic storage system can be guaranteed to be completely secure.

11. Access & Correction

You may request access to the personal information we hold about you. If any information is inaccurate, incomplete or outdated, you may request that we correct it. We may require verification of your identity before processing requests.

12. Retention of Information

We retain personal information only for as long as necessary to:

- Provide our services
- Meet legal obligations
- Resolve disputes
- Maintain business records

When information is no longer required, we will take reasonable steps to securely destroy or de-identify it where appropriate.

13. Contact

If you have any questions regarding our privacy policy, please contact Out The Box through the contact details provided on our website or contact Email: outtheboxstaff@gmail.com

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