

# Privacy Policy – L.A. Music

**Effective Date:** 15<sup>th</sup> July 2025

## 1. Introduction

Welcome to [www.lamusic.co.uk](http://www.lamusic.co.uk) (“we,” “our,” “us”). This Privacy Policy explains how we collect, use, and safeguard your information when you visit our website or contact us regarding our brass and woodwind repair services.

By using our site, you agree to the terms of this policy.

## 2. Information We Collect

We may collect the following data:

- **Personal Information:** Name, email address, phone number, postal address
- **Device & Usage Data:** IP address, browser type, access times, and pages visited
- **Service Requests:** Instrument details, preferred contact method, service history

## 3. How We Use Your Information

We use your information to:

- Respond to your inquiries and service requests
- Manage appointments and deliver services
- Send updates, invoices, or customer follow-ups
- Improve our website and customer experience

We **do not** sell your data or use it for profiling or automated decision-making.

## 4. Cookies & Analytics

Our site may use cookies and analytics tools (like Google Analytics) to understand visitor behaviour. These tools help us improve performance and user experience.

You can manage cookie preferences via your browser settings.

## 5. Sharing of Data

We may share your data only:

- With service providers assisting in site operations (e.g., web hosting)
- When legally required by law enforcement or regulatory authorities

We do **not** share personal data for marketing purposes outside L.A. Music.

## 6. Data Security

We take reasonable steps to secure your information:

- Encryption protocols
- Restricted access to customer data
- Regular security updates to hosting platform

However, no system is 100% secure, and we encourage caution when submitting sensitive data online.

## 7. Your Rights

You have the right to:

- Access the data we hold about you
- Request corrections or deletions
- Withdraw consent to future communications

To exercise these rights, contact us via the details below.

## 8. Contact Us

For questions about this policy or your data, reach out to:

**L.A. Music**

Email: [lamusicdevon@hotmail.com](mailto:lamusicdevon@hotmail.com)

Phone: 01742 892841

Address: 131 Cleeve Drive, Ivybridge, Devon PL21 9DB

## 9. Updates to This Policy

We may revise this policy occasionally. Changes will be posted here with an updated effective date