

What type of information do we collect?

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we may collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history. We may use software tools (Such as Google Search console and Google Analytics) to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, password, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile.

Why do we collect such personal information?

We collect such Non-personal and Personal Information for the following purposes:

- 1. To provide and operate the Services we offer you;*
- 2. To provide our Users with ongoing customer assistance and technical support;*
- 3. To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages;*
- 4. To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services;*
- 5. To comply with any applicable laws and regulations.*

How do we collect information?

When you conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated in this privacy policy only.

How do we store, use, share and disclose your personal information?

When you contact us through our website and provide personal information, you subscribe to our services and grant us permission to reply to you using your personal information. With this information we can reply to emails and telephone enquiries in relation to your query. We keep your information securely on our own servers always on an encrypted document.

Our company is also hosted on the Wix.com platform. Wix provides us with the online platform that allows us to sell our products and services to you. Your data may be backed up (stored) through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

We keep your information only if you are subscribed to our service through our online enquiry form or by email. We do not sell your personal data or disclose it to any unrelated third parties. The only time personal data is shared is with the acts / suppliers related to your booking. E.g. To the DJ assigned to your event or Delivery Crew when your contact name / number has been specified as the point of contact in relation to your contract.

In addition we may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail.

You can unsubscribe at any time by emailing info@capitaldjservices.co.uk and requesting that your details be removed from our database. Please be aware that if you have a pending event / contract it is advised that you only do this after the event date.

How do we use cookies and other tracking tools?

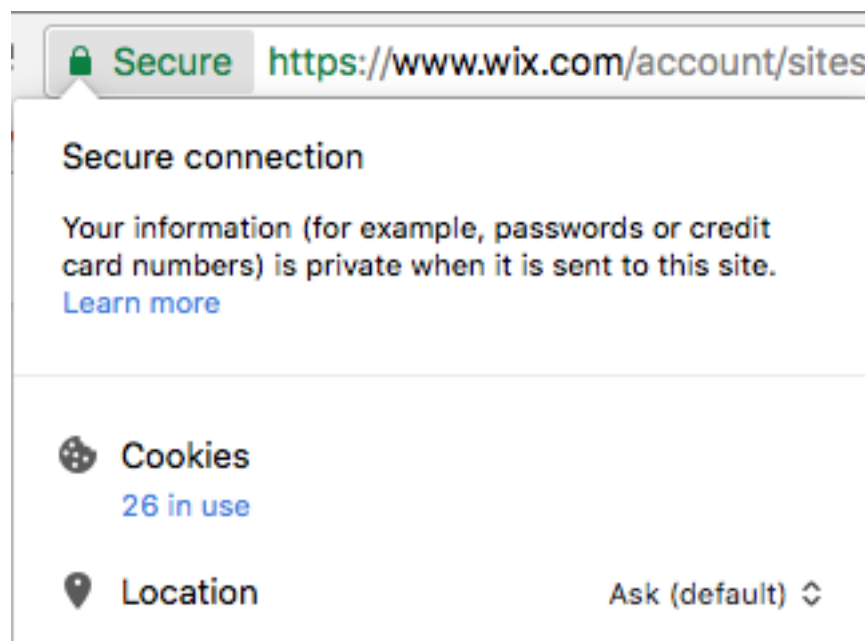
Cookies are small pieces of data stored on a site visitor's browser, usually used to keep track of their movements and actions on a site. In accordance with the GDPR, we must inform you as a site user that we are using cookies on your site.

Cookies are implemented in every site built by our website host Wix. Take a look at the table below to view which cookies are implemented.

Cookie name	Life span	Purpose
svSession	Permanent	Creates activities and BI
hs	Session	Security
incap_ses_\${Proxy-ID}_\${Site-ID}	Session	Security
incap_visid_\${Proxy-ID}_\${Site-ID}	Session	Security
nlbi_{ID}	Persistent cookie	Security
XSRF-TOKEN	Persistent cookie	Security
smSession	Two weeks	Identify logged in site members

Note:

Some apps and plugins on our site (e.g. Forms) and third-party apps may use cookies that aren't listed in the table above. You can check which cookies are used on these platforms using Chrome's built-in cookie view. Just click Secure next to the URL bar and then click cookies. Make sure that you are viewing your site in incognito mode, so that your browser doesn't detect your own cookies too.



Under the GDPR, we are not required to receive your consent when using cookies on your site. However, certain privacy regulations, such as the ePrivacy Directive, may have different requirements. We have added a [Cookie Alert App](#) to our website to make you aware of this information and make it clear for all users.

Privacy policy updates.

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

Questions and contact information

If you have any questions or would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at info@capitaldjservices.co.uk