



Privacy Policy

This website (www.silent-sounds.co.uk) is owned and operated by Silent Sounds Communications Ltd. ("we", "us"). We comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Information We Collect

Data Controller Information

Silent Sounds Communications Ltd.
Email: info@silentsounds.co.uk

We collect personal data through contact forms and cookies. Personal data collected may include:

- Your name
- Email address
- Company details (name, address, phone number)
- Job title
- Usage data (partially anonymised IP address, browser information, pages visited)

How We Use Your Data

We use your personal data to:

- Respond to your enquiries
- Provide requested services or information
- Improve our website and services
- Send marketing communications (only with your explicit consent)

Legal Basis for Processing

- **Responding to enquiries and business communications:** Legitimate interests
- **Marketing communications and use of non-essential cookies:** (only with your explicit consent)

Cookies and Tracking Technologies

We use cookies to enhance website functionality and analyse user activity. Non-essential cookies require your explicit consent, managed through our cookie banner.

You can manage your cookie preferences at any time via your browser settings.

Data Sharing

We do not sell your personal data. We may share data with trusted third party service providers including:

- IT service providers
- Google Analytics (website usage analysis)
- Auditors

For freelance interpreters, we may share your data with prospective clients and clients.

All providers process data solely on our behalf under strict confidentiality terms.

Data Retention

We retain your personal data for up to two years from your last interaction unless a longer retention period is legally required.

"Do Not Track" (DNT) Signals

We currently do not respond to browser 'Do Not Track' (DNT) signals.

Accessibility and Alternative Formats

If you require this Privacy Policy in an alternative accessible format, please contact us at info@silentsounds.co.uk.

Your Data Protection Rights

Under UK GDPR, you have the right to:

- Access your data
- Rectify inaccurate data
- Erase your data
- Restrict processing
- Object to processing
- Data portability
- Withdraw consent at any time (where applicable)

To exercise these rights, please contact us at info@silentsounds.co.uk

Complaints

You have the right to lodge a complaint with the Information Commissioner's Office (ICO) at <https://ico.org.uk>

Data Security

We take the security of your personal data seriously. To help protect your information, Silent Sounds implements a range of physical, technical, and organisational measures.

As part of our commitment to data protection, we are certified under the Cyber Essentials Plus scheme. This certification demonstrates that our systems and processes have been independently assessed and meet robust government-backed cybersecurity standards.

Changes to This Policy

We may update this policy from time to time. Significant changes will be communicated through email or prominently on our website. Please review this page periodically for the latest updates.

Contact Us

For privacy-related queries, please email us at info@silentsounds.co.uk