

# Privacy & Cookies Policy

**Company:** Molecular Sound (trading as Molecular Sound Group Ltd)

**Address:** 2 Academy Buildings, Fanshaw Street, London, N1 6LQ

**Website:** [www.molecularsound.com](http://www.molecularsound.com)

Last updated: 29 January 2026

## 1. Introduction

This Privacy & Cookies Policy explains how we collect, use, store and share personal data when you use our Website or contact us. We are committed to protecting your privacy and handling your personal data transparently and securely.

## 2. Who is responsible for your personal data

Molecular Sound (trading as Molecular Sound Group Ltd) is the controller for personal data collected via the Website.

## 3. What personal data we collect

Depending on how you interact with us, we may collect: (a) Identity data (such as your name); (b) Contact data (such as email address, phone number, company name); (c) Enquiry data (information you include in messages or briefs you send us); (d) Technical data (IP address, browser type/version, device information); (e) Usage data (how you use our Website).

## 4. How we collect personal data

We collect personal data when you: (a) submit an enquiry via a contact form; (b) email or call us; (c) interact with the Website (through cookies/analytics).

## 5. How we use your personal data (lawful bases)

We will only use your personal data where the law allows us to. Most commonly, we will use it where: (a) it is necessary for our legitimate interests (for example, responding to enquiries and improving our Website); (b) it is necessary to perform a contract or take steps at your request prior to entering into a contract; (c) we need to comply with a legal obligation; (d) you have given consent (for certain cookies and marketing communications where applicable).

## 6. Purposes for which we use your personal data

We use your data to: (a) respond to enquiries and communicate with you; (b) prepare proposals and provide our services; (c) maintain our business records; (d) improve and secure the Website; (e) measure and analyse Website performance using analytics cookies (where enabled).

## 7. Cookies

Cookies are small text files stored on your device when you visit a website. We may use the following categories of cookies: (a) Strictly necessary cookies: required for the Website to function; (b) Analytics/performance cookies: help us understand how visitors use the Website; (c) Functional

cookies: remember choices and preferences; (d) Marketing cookies: used to deliver relevant advertising (we do not currently use marketing cookies unless stated on the Website). Where required by law, we will request your consent before placing non-essential cookies on your device.

## **8. Managing cookies**

You can control cookies through your browser settings, including deleting existing cookies and blocking cookies. If you disable cookies, parts of the Website may not function as intended.

## **9. Sharing your personal data**

We may share personal data with trusted third parties who help us operate our business and Website, such as: (a) website hosting providers; (b) analytics providers (e.g., Google Analytics) if enabled; (c) email and productivity tools. We require third parties to respect the security of your personal data and to treat it in accordance with the law.

## **10. International transfers**

Some of our service providers may be based outside the UK. Where personal data is transferred internationally, we will ensure appropriate safeguards are in place, such as UK International Data Transfer Agreements or other approved mechanisms.

## **11. Data security**

We implement appropriate technical and organisational measures to protect personal data against accidental loss, unauthorised access, alteration or disclosure. However, no method of transmission over the internet is completely secure.

## **12. Data retention**

We will retain personal data only for as long as necessary for the purposes set out in this policy, including for legal, accounting, or reporting requirements. Enquiry correspondence is typically retained for a reasonable period to support our business relationship and recordkeeping.

## **13. Your rights**

Under UK data protection law, you have rights including: the right to access your personal data; the right to rectification; the right to erasure; the right to restrict processing; the right to object; the right to data portability; and the right to withdraw consent at any time (where processing is based on consent).

## **14. Complaints**

If you have concerns about our use of your personal data, please contact us first so we can address your concerns. You also have the right to make a complaint to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection ([ico.org.uk](http://ico.org.uk)).

## **15. Changes to this policy**

We may update this policy from time to time. Any changes will be posted on this page with an updated revision date.

## **16. Contact**

For privacy-related enquiries, please contact us via the details provided on [www.molecularsound.com](http://www.molecularsound.com).