

Privacy & Cookie Policy

Last updated: 29.08.2025

Pipes (“we”, “our”, “us”) respects your privacy and is committed to protecting your personal data. This Privacy & Cookie Policy explains how we collect, use, and safeguard your information when you use our website singwithpipes.com (the “Site”).

1. Who We Are

We are Pipes which is an activity run by Philippa Steel Music based in the United Kingdom.

If you have questions about this policy or how we handle your data, you can contact us at:

Email: pipes.workshops@gmail.com

Address: Nottingham, United Kingdom

2. Information We Collect

We may collect and process the following personal data when you use our Site:

- **Information you provide:** such as your name, email address or other details when you contact us or sign up for services.
 - **Technical information:** including IP address, browser type, operating system, and device details (collected automatically through cookies and server logs).
 - **Usage data:** how you interact with the Site, such as pages visited, time spent, and links clicked.
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3. How We Use Your Information

We use your personal data for the following purposes:

- To provide and maintain our website and services.
- To respond to your inquiries or requests.

- To improve our Site and user experience.
 - To comply with legal obligations.
 - For security and fraud prevention.
 - For analytics and performance monitoring.
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4. Hosting & Data Processing

Our website is hosted by **IONOS** (IONOS SE, Elgendorfer Str. 57, 56410 Montabaur, Germany). IONOS may process certain technical and usage data (e.g., IP addresses, access logs) to ensure reliable and secure hosting services.

Data is stored on servers located within the European Economic Area (EEA).

5. Cookies & Tracking Technologies

5.1 What Are Cookies?

Cookies are small text files stored on your device when you visit our Site. They help us recognise your browser and remember certain information.

5.2 Types of Cookies We Use

- **Strictly Necessary Cookies** – Required for the operation of the Site (e.g., server session cookies).
- **Performance & Analytics Cookies** – To measure website usage, traffic, and performance (e.g., IONOS WebAnalytics or third-party analytics tools if enabled).
- **Functionality Cookies** – To remember your preferences and improve your experience.
- **Marketing Cookies** – Only used if you give consent, e.g., for tracking across sites for advertising.

5.3 Managing Cookies

You can manage or disable cookies through your browser settings. Be aware that disabling essential cookies may affect the functionality of the Site.

On your first visit, we will ask for your consent (where legally required) before placing non-essential cookies.

6. Legal Basis for Processing (UK GDPR)

We process your personal data under the following lawful bases:

- **Contractual necessity** – to provide requested services.
 - **Legitimate interests** – to improve our website and protect against fraud.
 - **Consent** – where you have given clear permission (e.g., non-essential cookies, marketing subscriptions).
 - **Legal obligation** – to comply with applicable laws.
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7. Sharing Your Data

We do not sell or rent your personal data.

We may share data with:

- **Service providers** (such as IONOS and analytics tools) strictly for operational purposes.
 - **Legal authorities** if required by law.
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8. Data Retention

We only keep your personal data for as long as necessary to fulfil the purposes outlined in this policy, or as required by law.

9. Your Rights (UK GDPR)

You have the right to:

- Access the personal data we hold about you.

- Request correction of inaccurate data.
 - Request erasure of your data.
 - Object to processing or restrict it.
 - Data portability (receive your data in a structured format).
 - Withdraw consent at any time (where applicable).
 - Lodge a complaint with the **Information Commissioner's Office (ICO)** at <https://ico.org.uk>.
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10. Security

We take appropriate technical and organisational measures to protect your data. However, no method of transmission over the Internet is 100% secure, so we cannot guarantee absolute security.

11. Changes to This Policy

We may update this Privacy & Cookie Policy from time to time. The latest version will always be available on this page with the updated date.

12. Contact

If you have any questions about this Privacy & Cookie Policy, please contact us at:

Email: pipes.workshops@gmail.com

Address: Nottingham, United Kingdom