

## **DIY On Hold – Privacy Policy**

### **Privacy Policy**

**Last Updated:** March 2026

**1. Introduction** DIY On Hold (“we”, “us”, or “our”) is committed to protecting the privacy of our business clients. This policy outlines how we handle the professional data you provide.

**2. Data We Collect** We collect only the information necessary to fulfill your audio production and subscription, including:

- **Contact Details:** Name, business email, and phone number.
- **Script Data:** The names, staff members, and business details included in your recording scripts.
- **Billing Information:** Processed securely via our third-party payment provider (Stripe/PCI-compliant partner). We do not store full credit card details on our servers.

### **3. How We Use Your Data**

- To produce and deliver your custom audio recordings.
- To manage your 12-month subscription and billing.
- To send you service-related updates (e.g., when a new recording is ready).

**4. Data Sharing** We share your script data with our **Professional Voice Artists** solely for the purpose of recording your audio. Our artists are under strict confidentiality agreements and are prohibited from using your data for any other purpose. We never sell your data to third-party marketing firms.

**5. Audio Storage** We maintain a secure archive of your recorded files for the duration of your subscription to facilitate easy updates and re-downloads.

**6. Your Rights** Under UK GDPR, you have the right to access, correct, or request the deletion of your personal data. Please contact us via email to exercise these rights.