Privacy Policy

Yellow Tape Records and Culture

This Privacy Policy describes how **Yellow Tape Records and Culture** ("we," "us," or "our"), collects, uses, processes, and protects the personal data of individuals when they interact with our record shop, use our event management services, register for classes, or use our booking services, including through our website, **yellowtaperec.com**.

By using our services or visiting our website, you agree to the collection and use of information in accordance with this policy.

1. Information We Collect

We collect personal information directly from you when you make a purchase, book a service, register for a class, or otherwise interact with us.

A. Data Collected from Customers (Record Shop, Events, Classes)

- **Contact Data:** This includes your Name, Email Address, **Mobile Number (Inside Egypt)**, and Billing and Shipping Address. We use this data for communication, service delivery, and marketing (with consent).
- **Transaction Data:** This includes records of products and services purchased, the transaction amount, and payment status. We use this for processing orders, managing accounts, and ensuring legal compliance.
- **Financial Data:** Your payment card details are securely handled by our payment provider.
- **Class Registration Data:** When you register for a class, we may collect your Age, Number , Email, Name, Experience Level and Musical pPreferences. This is used for tailoring class content, grouping students appropriately, and ensuring the suitability of the class.

B. Data Collected from Event Guests

When providing event management services, we may collect information from the attendees or guests of the event on behalf of our primary client. This may include Identity Data (Name and Email Address) and Specific Requirements (e.g., dietary preferences) relevant to the event management service.

C. Technical Data (Website Usage)

Although we currently do not use advanced analytics, our website host and service providers may automatically collect certain information when you visit **yellowtaperec.com**, including your IP address, browser type, operating system, and information about the date and time of your access.

2. How We Use Your Information

We use your personal data for the following essential business purposes:

We use your data for Service Fulfillment (to process and deliver orders, manage events, and enroll you in classes) and Payment Processing (to process your transactions through Paymob). We also use data for

Account Management (to manage bookings, communicate changes, and process refunds). For Marketing Communication, we use your contact data to send you promotional messages about events, or classes, only if you have willingly provided your information. Finally, we use data for Compliance & Security to meet legal obligations, prevent fraud, and satisfy the requirements of financial regulators and our payment provider.

3. Data Sharing and Disclosure

We only share your information with third parties necessary to operate our business and provide our services.

4. Data Retention

We retain your personal data only for as long as necessary to fulfill the purposes for which we collected it, including for the purposes of satisfying any legal, accounting, or reporting requirements.

5. Your Rights

Subject to legal limitations under Egyptian law, you have the following rights regarding your personal data: The right to **Access** copies of your personal data; the right to **Rectification** of any inaccurate or incomplete information; the right to **Erasure** of your personal data under certain conditions; and the right to **Object** to our processing of your personal data, particularly concerning marketing activities. To exercise any of these rights, please contact us using the details provided below.

6. Contact Information

For any questions or concerns regarding this Privacy Policy or your personal data, please contact us using the following details:

- **Business Name:** Yellow Tape Records and Culture
- **Email Address:** info@yellowtaperec.com
- **Mobile Number (Inside Egypt):** [+20 10 31621693]
- **Business Address:** 39 Al Kanal Street, Sarayat el Maadi, Cairo, Egypt

Refund and Cancellation Policy

This policy applies to the purchase of records, merchandise, courses, class bookings, and booking/event management services offered by Yellow Tape Records and Culture.

1. Record Shop Purchases (Physical Products)

- **Returns:** Digging and finding records is a hands-on experience, and subject to transparency on the condition of the record being purchased. We do not accept refunds on records.

2. Courses

- **Refund:** Course deposits and full payments are non-refundable.
- **Cancellation:** Missed classes cannot be made up.
- **Cancellation by Yellow Tape Records and Culture:** In the unlikely event we must cancel a class or booking, you will be offered the option to reschedule.

3. Class Bookings

- **Refund:** Wellness class payments cannot be refunded.
- **Cancellation:** In the event of cancellation made later than 12 hours before class time, 50% of the class fee should be paid. If the cancellation is made later than 2 hours before class time, the class fee should be paid in full.

4. Event Management Services

- Refund and cancellation terms for bespoke event management services are governed by the specific written agreement signed by both parties at the time of booking.