



Mune Privacy Policy

Updated March 2025

Please read this policy carefully

Mune Casting Limited, the data controller, is committed to ensure online safety and that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website and our services you can be assured that it will only be used in accordance with this Privacy Policy.

Please note, this Policy, like the online medium itself, is subject to change. Mune reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

By using our website, submitting an online application, using our services or accepting an offer of representation and sharing personal profile information with us, you are accepting our Terms and Conditions, this Privacy Policy and our Cookies Policy. In addition you are consenting to our collection, use, disclosure, retention, and protection of your personal information as described in this Privacy Policy.

The purpose of this privacy policy is to give you a better understanding of:

What information we collect;

How we use that information;

Why we collect the information;

How this information is shared;

How this information is stored;

Communication;

Right to withdraw consent;

Other privacy and security related matters;

Information we collect

We collect, process, and retain personal information from you, and any devices (including mobile devices) you may use, when you use our website, submit an online application, use our services or accept an offer of representation and share personal profile information with us. We



take steps to ensure that the personal information we collect is accurate and up to date, and that you have the ability to access and make corrections to it.

Whether or not you undertake representation by us we will collect the personal information you give us when you send an application through the website and/or contact us through social media platforms.

The personal information we collect includes the following:

Any identifying information you provide such as your name, addresses, date of birth telephone numbers, email addresses or any other information you submitted when making an application on the website.

Financial and billing information (such as bank account numbers for receiving payments) you provide in connection with payment a transaction which is held by both Tagmin and our Bank Account for payment processing service.

Information you may provide by submitting a web form, updating or adding information to your personal profile or when you otherwise correspond with us regarding representation and/or our Services.

Additional information we are required or authorised by applicable national laws to collect and process in order to authenticate or identify you or to verify the information we have collected. This includes, but may not be limited to, Passport number, NI number, Date of Birth and other information provided in documents such as Birth Certificate and DBS/disclosure Scotland certification and Licensing applications.

Additional information collected - If you contact the agency through Social Media or connect with the agency using Social Media, for example Facebook, the Social Media provides us with some of your Social Media user details. We may use these details for the purpose of our registration process, to resolve disputes or assist in any investigation.

How we use that information

In using and accessing the information and services provided by Mune you agree that Mune may use your personal information to assist us in maintaining and improving the services offered to you, to assist us in any internal research that the company carries out, to verify your identity, to promote and market the company and any Mune product and/or services and for any other reasonable use. The information we collect may be used for numerous purposes including, but not limited to, the following:

To create your personal profile using Tagmin

To provide you with personalised information

To allow independent auditors to verify Website usage statistics.



To mail or e-mail you with information pertaining to your representation, Mune events or other Mune products, services or other associated services

To create and view a Spotlight profile

To make suggestions and bookings to outside of the agency clients

To apply for and obtain Child performance licences

Why we collect this information

We collect such Non-personal and Personal Information for the following purposes:

- To provide and operate the Services;
- To provide our Users with ongoing customer assistance and support;
- To be able to contact our Visitors and Users with general or personalised service-related notices and promotional messages;
- To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services;
- To comply with any applicable laws and regulations.

How this information is shared

Mune will not sell or allow third party access to any personal information without your consent however, for the avoidance of doubt, you accept that in using and accessing the information and services provided by Mune you agree that Mune may, to its discretion, disclose part or all of your personal details to relevant authorities, parties and/or the intellectual property right holders or their representatives.

In compliance with current licensing legislation pertaining to children in employment Mune will share personal information with relevant parties to meet our regulatory and legal obligations.

We also reserve the right to disclose individually identifiable information to third parties where a complaint arises concerning your information on our web site and in publications.

We also reserve the right to disclose individually Disclosure Barring Service Certificates where clients request.

How the information is stored

Mune has taken steps to ensure that personally identifiable information collected is secure. We have strict security procedures to safeguard and secure the information we collect online. This means that sometimes we may ask for proof of identity before we disclose personal information to you.

We retain your personal information as long as it is necessary and relevant for our operations. In addition, we may retain personal information from archived records to comply with national

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laws, prevent fraud, collect any fees owed, resolve disputes, troubleshoot problems, assist with any investigation, enforce our Terms and Conditions and take other actions permitted or required by applicable national laws. We protect your information using appropriate technical and administrative security measures to reduce the risks of loss, misuse, unauthorized access, disclosure and alteration. Some of the safeguards we use are firewalls and data encryption, physical access controls to our data centre, and information access authorization controls.

Mune uses other 3rd party sites such as Tagmin, Signable, Xero, Google, Wix, Spotlight that will hold information and have their own privacy policy.

Communication

We may contact you to notify you regarding your application, to troubleshoot problems with your application, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail.

Your rights

Your rights include the following:

To be informed about how we process your personal data

To have your personal data corrected if it is inaccurate or incomplete

To object to or restrict the processing of your personal data

To remove your application containing your data

For more details and additional information please contact Hello@muneagency.co.uk.

Other privacy and security related matters.

Privacy of Children

We do not intend to collect and will not knowingly collect any personal information from children below the age of 16 without parental consent. If you are under 16, you must ask your parents or guardian before you send any information to us or ask us to e-mail anything to you. By sending us any information or asking us to send you information you are confirming that you have received the informed consent of your parent or guardian. Parents are encouraged to review their children's e-mail and internet activities to ensure that the Website is being used by their child in accordance with parental consent and this Policy. Should parents wish to access their children's personal information held by us, they should contact us for their personalised login to the website.

Your Email Address

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Your email address will be used to identify you and allow access to your personal profile. You can access and correct your personal information at any time via the website.

Cookies

Cookies are information files that your web browser places on the hard drive of your computer when you visit a Web site. Please note that Cookies cannot damage user files, nor can they read information from a user's hard drive. Mune does not store any personal information into cookies.

Traffic Log Cookies

Mune uses traffic log cookies to identify which pages on the Mune website are being used. This improves our website as it helps us analyse data about webpage traffic thus identifying our website user's needs. Therefore, cookies and log data provide you with a website that is more beneficial to the user as it tells us which pages you find useful and are clicked on the most. Please note that cookies do not give us access to your computer or any information about you. The only information about yourself that is stored on our computer and website is the information that has been provided to Mune by yourself.

Website Links

Our website contains links to other websites that are either associated with Mune or we feel will be of interest. Mune cannot be responsible for the protection and privacy of any information and photographs, which you provide when these links are used. Please ensure that you read the privacy policy associated with each linked website.

Business Transfers

In the event that all or substantially all of the assets relating to Mune are transferred or sold to another entity or associated company personally identifiable information may be transferred to the acquiring entity.

By continuing use of our website, submitting an online application, using our services or accepting an offer of representation and sharing personal profile information with us we will assume that you have read this policy carefully and that you understand and agree with it's content. If you believe that any information we are holding on you is incorrect or incomplete, please email us as soon as possible and we will adhere to correct any information that is found to be incomplete or incorrect.