

BIRDCAST STUDIO

Privacy Policy

Effective Date: 1 June 2026

Birdcast Entertainment Services LLC (“Birdcast”, “we”, “us”) operates the website birdcast.me and provides professional podcast studio and video production services in Dubai, UAE. This Privacy Policy explains how we collect, use, store and protect your personal information when you use our website, booking systems or services.

By using our website or booking a session with us, you agree to the terms of this Privacy Policy.

1. Who We Are

Birdcast Entertainment Services LLC

DIP Studio: Dubai Investment Park 1, Arenco Building 4, Level 6, Office 611, Dubai, UAE

Email: hi@birdcast.me

Phone: +971 56 188 6153

2. Information We Collect

We collect the following types of information:

- Contact information: your name, email address, phone number and company name when you make a booking, fill in a contact form or communicate with us
- Booking details: the services you book, the dates and times of your sessions, your chosen studio set and any add-ons you select
- Payment information: billing details processed through our payment providers. We do not store your full card details on our own systems
- Communications: messages you send us via email, WhatsApp, our website contact form or social media
- Usage data: information about how you navigate our website, including pages visited, time spent and referring sources, collected via cookies and analytics tools
- Media content: video and audio recordings made during your studio sessions, which are your content and remain yours

3. How We Use Your Information

We use your personal information to:

- Process and confirm your studio bookings
- Communicate with you about your sessions, including reminders and follow-ups
- Process payments and issue invoices
- Deliver your recorded files and edited content
- Respond to your enquiries and provide customer support
- Improve our services and website experience
- Send you information about our services where you have consented to receive it
- Comply with our legal obligations under UAE law

4. Legal Basis for Processing

We process your personal data under the following legal bases in accordance with UAE Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data (PDPL):

- Contract performance: to fulfil your booking and deliver the services you have paid for
- Legitimate interests: to operate and improve our business, communicate with clients and maintain our records
- Legal obligation: where we are required to process data to comply with UAE law
- Consent: where you have given us clear permission, such as to receive marketing communications

5. How We Share Your Information

We do not sell your personal information to third parties. We may share your data with:

- Payment processors: to handle transactions securely
- Cloud storage providers: such as Google Drive, for secure file delivery of your content
- Booking platform providers: the tools we use to manage appointments and calendars
- Professional advisors: accountants, lawyers and auditors where required
- Government authorities: where required by UAE law or legal process

All third-party providers we work with are required to handle your data securely and in accordance with applicable data protection laws.

6. Data Retention

We retain your personal data for as long as necessary to fulfil the purposes outlined in this policy:

- Booking and payment records are kept for a minimum of five years in accordance with UAE commercial law
- Recorded media files delivered via Google Drive are available for download for 7 days after delivery, after which they may be deleted from our systems
- Raw footage is stored for 30 days after your session date
- Marketing communications data is retained until you withdraw your consent

7. Your Rights

Under UAE data protection law you have the right to:

- Access the personal data we hold about you
- Correct any inaccurate or incomplete data
- Request deletion of your data where it is no longer necessary
- Withdraw consent for marketing communications at any time
- Lodge a complaint with the UAE Data Office

To exercise any of these rights, contact us at hi@birdcast.me. We will respond within 30 days.

8. Cookies

Our website uses cookies to improve your experience and analyse site traffic. These may include essential cookies required for the site to function, analytics cookies that help us understand how visitors use our site, and marketing cookies where you have consented to receive relevant content.

You can control cookie preferences through your browser settings. Disabling certain cookies may affect the functionality of our website.

9. Security

We implement appropriate technical and organisational measures to protect your personal data against unauthorised access, loss or disclosure. However, no online system is completely secure and we cannot guarantee absolute security.

10. Third Party Links

Our website may contain links to third party websites including social media platforms and booking tools. We are not responsible for the privacy practices of those sites and encourage you to read their own privacy policies.

11. Changes to This Policy

We may update this Privacy Policy from time to time. The current version will always be published on birdcast.me with the effective date shown at the top. Continued use of our services after any changes constitutes your acceptance of the updated policy.

12. Contact Us

For any privacy-related questions or to exercise your rights, contact us at:

Email: hi@birdcast.me

Phone: +971 56 188 6153

Address: Court Tower, Level 21, Business Bay, Dubai, UAE