

# Privacy Policy

## Introduction

We respect your privacy and we are committed to protecting your personal data. We shall only use your name and other information which relates to you in the manner set out in this policy and in a way that is fair to you. Our privacy policy will inform you as to how we look after your personal data and provide you with clear access to the data that we hold and our compliance with UK and EU regulations, particularly GDPR regulations.

## Who We are

We are Price Studios Limited a leading independent London studio and creative Hub, our registered office is Chalfont Grove, Narcot Lane, Chalfont St Peter, Buckinghamshire, SL9 8TA.

If you have any questions about our Privacy Policy or the data we hold, please contact us by either email [info@pricestudios.co.uk](mailto:info@pricestudios.co.uk) or telephone 01494 878078.

## What information we collect

In order to operate our business and provide our services, we need to use personal information about actual and prospective customers. Without this information we would not be able to enter into a contract with you or provide our products or services. You may provide us with information about yourself by phone, email, social media or by filling in forms on our web-site. We may also be provided with personal information during a meeting from your business card.

The information we collect will include personal information such as your personal name, business name and address and contact details in the form of telephone numbers, emails addresses and social media accounts. If we have contracted with you in the past, we will also hold financial and banking data.

We use a third-party provider, MailChimp, to deliver our newsletter. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see MailChimp's privacy notice. You can unsubscribe to general mailings at any time of the day or night by clicking the unsubscribe link at the bottom of any of our emails or by emailing us at [Info@pricestudios.co.uk](mailto:Info@pricestudios.co.uk)

## How we use your information

We will only use your information with your consent, or because we need to in order to:

- enter into, or perform, a contract with you
- comply with a legal duty
- for our own (or a third party's) lawful interests, provided your rights do not override these
- to protect your vital interests

In any event, your information will only be used for the purpose(s) we collected it for (or else for a closely related purpose, such as record keeping).

We will never sell or trade your personal information. We may share your personal information with other companies within our group, these are direct subsidiaries held under the group structure. We may also disclose your information to third parties in the event that we are acting under contract as brokers for the purchase or sale of assets, but these third parties will only be allowed to use the information for a specific purpose and there will be a written agreement which makes sure your information is protected.

We do not collect or process sensitive personal information about our customers or suppliers.

## Our website and cookies

We do not collect or process personal information about visitors to our website unless they choose to provide information (such as when signing up to a mailing list). We may collect non-personal information about visitors to our website as this helps us optimise and improve the website. This information might include your internet protocol address, the browser being used to connect to our site, the device (e.g. its operating system) and the connection type (e.g. the Internet service provider used). However, none of this information will directly identify you.

Our website may use “cookies” web browsers place cookies on hard drives for record-keeping purposes and sometimes to track information (such as repeat visits). You can choose to set your web browser to refuse cookies, or to alert you when cookies are being sent. However, if you refuse to allow cookies, this may interfere with your ability to use our site.

Our website may contain hyperlinks to third-party websites. We are not responsible for the content or functionality of any of those external websites. If an external website requests personal information from you, the information you provide will not be covered by this Policy. We suggest you read the privacy policy of any website before providing any personal information.

## Communications

We may contact you by email, telephone or post with information about products or services that might interest you or updates or information, or to notify you of changes to our terms of business or this Policy.

If you are an existing or prospective client, we will send you marketing communications about our products or services that may be of interest, unless you have asked us not to or decide to unsubscribe. Our marketing emails will always tell recipients why they are receiving that email and give them the option to unsubscribe.

We may record telephone conversations, video calls or any other electronic communication and retain copies of them, as well as any transcripts and any written or electronic communication we have with you. These will be used for the purpose of administering your account, training, evidencing compliance with regulatory requirements, evidence in the event of a dispute, or as evidence in court. If you wish to stop receiving telephone calls from us, you can unsubscribe at any time by contacting us directly either by:

Email: [info@pricestudios.co.uk](mailto:info@pricestudios.co.uk) or Telephone: 01494 878078.

You can also contact us using these details if you wish to complain about a marketing communication you have received in error.

## Keeping your information safe

We employ a variety of physical and technical measures to keep your personal data safe and to prevent unauthorised access, use or disclosure of it. Electronic data and databases are stored on secure computer systems and we control who has access to them.

We only store personal information for as long as it is required for the purpose we collected it or for a related compatible purpose, such as keeping a record of a transaction. We regularly review what data we have and delete that which is no longer necessary.

We cannot absolutely guarantee the security of the internet or external networks or your own device, accordingly any online communications by email or through our website are at your own risk.

## Your rights

We want you to remain in control of your personal information. Part of this is making sure you understand your legal rights, which are as follows:

- Where data is processed on the basis of consent, the right to withdraw that consent.

- The right to confirmation as to whether or not we have your personal data and, if we do, to obtain a copy of the personal data.
- From 25 May 2018, the right to have certain information provided to you in a portable electronic format (where technically feasible)
- The right to have inaccurate or incomplete data rectified.
- The right to object to your data being used for marketing or profiling, or on the basis of our or a third party's legitimate interests
- The right to restrict how your personal information is used.
- In certain situations, you have the right to request that your data be deleted (the right to be forgotten).

If you have any concerns about any information we are holding on you please contact us as directed above under "Communication".

### Updates to this Policy

We may update this Policy at any time. When we do, we will post a notification on the main page of our website and revise the updated date at the bottom of this page. We encourage users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect.

This policy was last updated on 25<sup>th</sup> May 2018.