

PR PRODUCTION SERVICES LTD – PRIVACY POLICY

Introduction

This policy explains how PR Production Services Ltd. (“PRPSL,” “we” or “us,”) collects information from you and how we use the information we collect or which you provide. This includes information which we collect or that you provide in person, over the telephone, via email or via any PRPSL website or via other online services and platforms (together, our “Services or “site”).

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using our services, then you can be assured that it will only be used in accordance with this privacy statement.

We may change this policy from time to time by updating this document and loading onto our website. This policy is effective from **1st January 2021**

Transferring your information outside of Europe

This may happen from time-to-time as part of the services we offer, for example were we use a cloud-based service provider. These countries may not have similar data protection laws to the UK. By submitting your personal data, you’re agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy and we only make use of reputable organisations with publicly available privacy policies.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

Who is Collecting the Data?

PR Production Services, Registered office; 3 Gladiator Close, Brockworth, Gloucester, Gloucestershire, UK, GL3 4US

1.1 What information is being collected?

- Primary contact: First Name & Surname
- Core contact details: Phone Number & Email Address.
- Extended contact details: Address, Business Details if applicable.
- Insurance details, Experience, References
- Customer Identification
- Payment details / history
- Archived job history
- CCTV at our premises
- Telephone call & email history

1.2 How is it collected?

It is collected by online form submission, email and through or after conversation and interaction with PRPSL

1.3 How will it be used & Why is it being collected?

This data will be used in the course of the business to deliver the services offered by us. The data will be stored on PR Production Services Job Management & Accounting systems. Access to this data is restricted to relevant personnel by job roles

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and System Access settings. Your data will be used in ways that you would reasonably anticipate in the course of business. Contact details and call history will be stored on an online telephone platform to aid customer service. Data extracted for analysis from the Job Management System will be stored on local and cloud-based storage. All storage has access restrictions to relevant personnel by job role and management level.

Credit and Debit card details will never be stored by PRPSL Credit & Debit cards are processed using third-party payment gateways & platforms.

1.4 Who will it be shared with?

The data will not be shared with any third parties for marketing use. Contact details may be shared with staff and third parties as required to facilitate deliveries.

1.5 How can I remove my details?

If you no longer wish to have your details on our system or would like it updating, please contact contact@pr-productionservices.co.uk. All data except Primary Contact will be removed on request. The data not removed will be retained for historic business analysis and to fulfil legal requirements. Data and files in secure backup archives will remain in line with our data retention policies.

Staff & Subcontractor Data

2.1 What information is being collected?

- Primary contact: First Name & Surname
- Core contact details: Phone Number & Email Address.
- Extended contact details: Address, Date of Birth
- Next of Kin: Details of someone to contact in case of emergency.
- Medical conditions / disabilities, Qualifications, IPAF & CSCS, Accreditations, Skills, Insurance details, Experience, References, Employment Status, NI number, Anticipated Pay, DBS.
- Driving licence: Details including penalty points & convictions.
- HR & Payroll records, Holiday & Sickness records as necessary.

In the course of business, other information including interactions with computer systems, movements & CCTV may also be recorded.

Legal declarations include;

- Eligibility to work in the UK
- Contractor Agreement
- Company Driver Agreement

2.2 How is it collected?

It is collected by online form submission, email and through or after conversation and interaction with us.

2.3 How will it be used & Why is it being collected?

This data will be used in the course of the business to deliver the services offered by PRPSL. Next, of Kin, data will only be used in the case of an emergency or concern for welfare. We may contact you by email or phone to arrange work and update with information relating to our work, business and services.

The data will be stored on our Job Management & Accounting systems. In addition, it will be stored on cloud storage. Additional documents will be stored on our Cloud Storage platform and local file storage - all with access restrictions.

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Access to this data is restricted to relevant personnel by job roles and System Access settings. Next of Kin data is restricted to senior management and Crew / Staff Administrator. Your data will be used in ways that you would reasonably anticipate in the course of our business.

2.4 Who will it be shared with?

The data will not be shared with any third parties for marketing use. Core contact details may be shared with colleagues, event managers and customers as required in accordance with best event management practice, on specific job by job basis. Name & email address may be stored and processed using a widely used industry standard email marketing firm that also takes data privacy and security seriously.

Data relevant to PAYE Payroll will be shared with a 3rd party payroll provider.

Name and contact numbers may be stored and processed using our Cloud Based VOIP Telephony Service to identify incoming calls.

2.5 How can I remove my details?

If you no longer wish to have your details on our system or would like it updating, please contact contact@pr-productionservices.co.uk. All data except Primary Contact will be removed on request. The data not removed will be retained for historic business analysis and to fulfil legal requirements. Data and files in secure backup archives will remain in line with our data retention policies.

Website Policy

This privacy policy is for www.pr-productionservices.co.uk, managed by PR Production Services Ltd and covers the privacy of its users who choose to use it and our associated official social media pages.

3.1 The Website

This website and its owners take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of its users throughout their visiting experience. This website complies to all UK national laws and requirements for user privacy. Our website is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

3.2 Use of Cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website. Details regarding the cookies stored can be found at <https://support.wix.com/en/article/cookies-and-your-wix-site>



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3.3 Facebook Pixel & Google Analytics & Display Advertising

We implement Facebook Pixel and Google Analytics features on our website. This means that third parties may use cookies, web beacons, and similar technologies to collect or receive information from your website and elsewhere on the internet and use that information to provide measurement services and target ads.

You can opt-out of Google Analytics for Display Advertising, to prevent your data from being used by Google Analytics, by going to the Google Analytics opt-out page.

You can opt out / manage facebook ads here: www.facebook.com/ads/website_custom_audiences

3.4 External Links

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

3.5 Who will it be shared with?

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure.

3.6 How can I remove my consent and block cookies?

Browser-specific instructions to block and remove cookies

- Firefox <http://support.mozilla.org/en-US/kb/Cookies>
- Internet Explorer <http://support.microsoft.com/kb/196955>
- Google Chrome <http://support.google.com/chrome/bin/answer.py?hl=en&answer=95647>
- Opera <http://www.opera.com/browser/tutorials/security/privacy/>
- Safari <http://docs.info.apple.com/article.html?artnum=32467>
- Safari iOS <http://support.apple.com/kb/HT1677>
- Android <http://support.google.com/mobile/bin/answer.py?hl=en&answer=169022>

Data Retention

4.1 Historical Business Data

It is not our policy to purposefully retain any personal data outside that directly secured in the course of regular business practise and efficient provision of client requested/contracted services and such data as required by law to record the transaction and contract requirement.

Historical Business data is never passed to third parties and records are only ever accessed for historical business reference purposes.

4.2 Business Development Data

We do not hold data gathered for the purpose of resale by professional third-party marketing providers. All business development contact data is sourced either through direct personal contact at reputable trade conferences and events or via individual entity, first party, through lead generating websites including Add to Event and Bark, or, open-source discovery, (i.e. A companies own website, directory listing, social media profile etc). The contact information gathered is exclusively that which is

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in the public domain and published by the company itself as a legitimate desired contact. Where information is passed to us from websites such as Add to Event & Bark we only retain the information of customers for whom we provide a quote for. No further detail is retained.

4.3 Email History and Data

Whilst we do not routinely delete those emails sent and received in the course of conducting legitimate business. Our email history is never shared with third-party developers.

All email accounts are individual access only except general contact@ accounts or where account holder permission delegates requested oversight to a trusted line manager to safeguard and ensure both employee and client integrity. Access is available to senior management in the course of investigations.

Marketing email data is managed by an industry standard reputable client (Mailchimp) and complies with all national and international law. we do not believe in or practise the sending of unsolicited marketing emails to any individual or business. All Marketing email addresses are submitted by the individual addressee alone and subscription is entirely at their own request and control. Those details of individuals who unsubscribe relate to email contact details alone and are retained securely so as to ensure the individuals right to no contact is respectfully maintained.

In accordance with GDPR regulations PRPSL are happy to provide and or delete; all legally relevant emails legitimately requested.

4.4 System Backups

We hold system backups of internal operating systems and web data. These backups are kept solely for the purpose of restoring systems in the event of irreparable failure and for the retention of legal & tax data. Data is stored on Google Drive and locally on office servers / computes all of which have individual password controlled access.

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