

STUDIO RTR|PRIVACY POLICY

At Studio RTR Ltd, we're committed to protecting and respecting your privacy. This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to hello@studiortr.com or by writing to Data Protection manager, Nesfield House, Ground Floor, Broughton Hall Business Park, Broughton, Skipton BD23 3AN

1.2 WHO ARE WE?

We're Studio RTR Ltd also trading as RTR TV, a Video and Television Production Company based in the North West, producing content throughout the UK and Worldwide. Studio RTR Ltd is a registered company (no. 09420306). The registered address is Vantage House Euxton Lane, Euxton, Chorley, Lancashire, England, PR7 6TB.

1.3 HOW DO WE COLLECT INFORMATION FROM YOU?

We obtain information about you when you register with us as a customer using our website or through conversation with our Production team, for example, when you contact us about products and services, or to sign-up to one of our newsletters.

1.4 WHAT TYPE OF INFORMATION IS COLLECTED FROM YOU?

In order for you to request or submit information to us, we may ask you to provide certain information about yourself or your company by completing and submitting an online form. In completing an online form, we may require that you submit personal information, such as your name, postal address, telephone number, e-mail address and other personal information, When accessing our website your IP address, and information regarding what pages are accessed and then may also be collected.

1.5 HOW IS YOUR INFORMATION USED?

We may use your information to: carry out our obligations arising from any contracts entered into by you and us, dealing with enquiries/questions/, seek your views or comments on the services we provide, notify you of changes to our services, send you communications which you have requested and that may be of interest to you (these may include information about products, events, promotional offers etc), process a job application.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for duty for HMRC etc). We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

1.6 WHO HAS ACCESS TO YOUR INFORMATION?

We will not sell or rent your information to third parties.

We will not share your personal information with third parties for marketing purposes.

Third Party Service Providers working on our behalf: We may pass your information to our third party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf. When we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties beyond the RTR Network for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganisation, or if we're under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

1.7 YOUR CHOICES

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about our products, services, events, promotions and news then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email: hello@studiortr.com or telephone on 01756 793721.

1.8 HOW YOU CAN ACCESS AND UPDATE YOUR INFORMATION

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: studiortr.com

You have the right to ask for a copy of the information Studio RTR hold about you and we will provide this information free of charge provided that your request is fair and reasonable (we may charge £10 for information requests that are deemed to be repetitive, unreasonable or onerous).

1.9 HOW WE PROTECT AGAINST THE LOSS, MISUSE OR UNAUTHORISED ALTERATION OF YOUR INFORMATION

When you give us personal information, we take steps to ensure that it's treated securely. We don't store any credit or debit card details and we do our utmost to protect all other details.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

1.10 PROFILING

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you. We may make use of additional information about you when it is available from external sources to help us do this effectively. We may also use your personal information to detect and reduce fraud and credit risk.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email: hello@studiortr.com or telephone on 01756 793 721.

1.11 USE OF 'COOKIES'

Like many other websites, the Studio RTR website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and

do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a better more personalised service.

It is possible to switch off cookies by setting your browser preferences. For more information on how to switch off cookies on your computer, visit our full cookies policy. Turning cookies off may result in a loss of functionality when using our website.

1.12 LINKS TO OTHER WEBSITES

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

1.13 16 OR UNDER

We do not knowingly provide services to customers under the age of 16. It is a requirement of business that all Studio RTR customers are over the age of 16.

ADDRESS

Nesfield House, Ground Floor, Broughton Hall Business Park, Broughton, Skipton BD23 3AN

OFFICE HOURS

Mon - Fri : 9.30am to 6pm

CONTACT

Email : hello@studiortr.com

Call : +44 (0) 1756 793 721