

Professional Voice Overs Ltd Privacy Policy

This Privacy Policy outlines Professional Voice Overs Ltd ("we", "our" or "the Company") practices with respect to information collected from users who access our website ("Site") or otherwise share personal information with us (collectively: "Users").

Article 30(5) of the EU General Data Protection Requirement (GDPR) declares that organisations of fewer than 250 employees will not be bound by the requirement to document their processing of personal data, unless the processing poses a risk to data subjects, is continuous or if the personal data is sensitive. However, although not obliged to fully document this information, we have drafted this privacy policy to make transparent how the Company uses any personal data we collect from you.

What information do we collect?

We collect two types of data and information from Users.

The first type of information is unidentified and non-identifiable information pertaining to a User(s), which may be made available or gathered via your use of the Site ("**Non-personal Information**"). We are not aware of the identity of a User from which the Non-personal Information was collected. Non-personal Information which is being collected may include your aggregated usage information and technical information transmitted by your device, including certain software and hardware information (e.g. the type of browser and operating system your device uses, language preference, access time, etc.) in order to enhance the functionality of our Site. We may also collect information on your activity on the Site (e.g. pages viewed, online browsing, clicks, actions, etc.).

The second type of information **Personal Information**, which is individually identifiable information, namely information that identifies an individual or may with reasonable effort identify an individual. Such information includes:

- **Device Information:** We collect Personal Information from your device. Such information includes geolocation data, IP address, unique identifiers (e.g. MAC address and UUID) and other information which relates to your activity through the Site.
- Personal identification information (Name, email address, phone number, business type) when submitting a contact request form to us (providing you have consented for us to collect this).

Special category data

We do not collect "special category" personal data as defined by Article 9 of the GDPR.

How do we collect your data?

We collect data and process data:

- When you voluntarily submit a contact request form via our website.
- When you use or access our Site in connection with your use of our services.
- From third-party providers, services and public registers (for example, traffic analytics vendors).

We may also collect marketing data from information that is available to the general public.

How will we use your data?

We collect your data so that we can manage communication with you and manage your account.

We will use your data for the purpose of marketing:

- We may use your Personal Information such as your name, email address, telephone number, etc. ourselves or by using third-party subcontractors, for the purpose of providing you with promotional materials concerning our services which we believe may interest you.
- To respect your right to privacy, within such marketing materials we provide you with the means to opt out of receiving further marketing offers from us. If you unsubscribe, we will remove your email address or telephone number from our marketing distribution lists.
- Please note that even if you have unsubscribed from receiving marketing emails from us, we may send you other types of important email communications without offering you the opportunity to opt out of receiving them. These may include customer service announcements or administrative notices.

We will not share your data with any other organisation, unless instructed to do so by any organisation authorised to make such requests for legal purposes.

We may send your data to, and use the resulting information from, credit reference agencies to prevent fraudulent activity.

We do not store or process any personal information classified as “Special Category Data” as defined in Article 9 of the General Data Protection Requirement (GDPR).

In addition to the purposes listed above, we may share Personal Information with trusted third-party providers, who may be located in different jurisdictions across the world, for the purposes of hosting and operating our website.

How do we store your data?

Electronic data is protected by either authorised user ID/password or biometric login. Hard-copy data is protected by manually locked file at our premises.

We will keep your personal data for no longer than required to perform the necessary activities of processing. Once this period has expired, we will delete your data both electronic & hard copy.

What are your data protection rights?

We would like to make sure you are fully aware of all your data protection rights:

- The right to access - You have the right to request copies of your personal data. There may be extraordinary circumstances for which may charge a fee for this service.
- The right to rectification - You have the right to request that we correct any information you believe is inaccurate. You also have the right to request that we complete information you believe is incomplete.
- The right to erasure — You have the right to request that we erase your personal data, under certain conditions.
- The right to restrict processing - You have the right to request that we restrict the processing of your personal data, under certain conditions.

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- The right to object to processing - You have the right to object to our processing of your personal data, under certain conditions.
- The right to data portability - You have the right to request that we transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us via:

- Email: enquiries@pvo-ltd.co.uk
- Telephone: 07973 780447
- Post: Barnfield House, Stedham, West Sussex, GU29 0NL

Cookies

We and our trusted partners use cookies and other technologies in our related services, including when you visit our Site or access our services.

A "cookie" is a small piece of information that a website assigns to your device while you are viewing a website. Cookies are very helpful and can be used for various different purposes. These purposes include allowing you to navigate between pages efficiently, enabling automatic activation of certain features, remembering your preferences and making the interaction between you and our Services quicker and easier. Cookies are also used to help make sure that the advertisements you see are relevant to you and your interests and to compile statistical data on your use of our Services.

The Site uses the following types of cookies:

- a) **'session cookies'**, which are stored only temporarily during a browsing session in order to allow normal use of the system and are deleted from your device when the browser is closed.
- b) **'persistent cookies'**, which are read only by the Site, saved on your computer for a fixed period and are not deleted when the browser is closed. Such cookies are used where we need to know who you are for repeat visits, for example to allow us to store your preferences for the next sign-in.
- c) **'third-party cookies'**, which are set by other online services who run content on the page you are viewing, for example by third-party analytics companies who monitor and analyse our web access.

Cookies do not contain any information that personally identifies you, but Personal Information that we store about you may be linked, by us, to the information stored in and obtained from cookies. You may remove the cookies by following the instructions of your device preferences; however, if you choose to disable cookies, some features of our Site may not operate properly, and your online experience may be limited.

We use a tool which is based on the Snowplow Analytics technology to collect information about your use of the Site. The tool collects information such as how often users access the Site, which pages they visit when they do so, etc. The tool does not collect any Personal Information and is only used by our Site hosting and operating service provider to improve the Site and services.

How to manage cookies

You can set your browser not to accept cookies. However, in a few cases, some of our website features may not function as a result.

Privacy policies of other websites

Our website may contain links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

We keep our privacy policy under regular review. This privacy policy was last updated on 20th October 2020.

How to contact us

If you have any questions about this privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us:

- Email: enquiries@pvo-ltd.co.uk
- Telephone: 07973 780447
- Post: Barnfield House, Stedham, West Sussex, GU29 0NL

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Professional Voice Overs Ltd has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

- Website: <https://ico.org.uk/>
- Telephone: 0303 123 1113