

Big Picture Creative

# Website Privacy Policy

**Big Picture Creative is committed to ensuring that your privacy is protected. This privacy policy sets out how Big Picture Creative uses and protects any information that you provide when you use this website.**

**Information provided via this website will only be used in accordance with this privacy statement. Please note we may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from May 2018.**

## What we collect:

### Contact page (when you contact us via email/phone)

We will use the information you provide to contact you in relation to your questions, contract or comments. The information you provide will not be shared with anyone else unless you explicitly give us permission to, or unless we are required to do so by law.

### We may collect the following information:

- name and job title
- contact information including email address, phone number and address
- demographic information such as postcode, preferences and interests
- other information relevant to customer satisfaction, surveys and/or offers

Please do not supply any other person's personal data to us, unless we prompt you to do so.

### What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- To allow us to maintain a the client relationship you require from us, and that is necessary for a contract you have entered into or because you have asked us to take specific steps before entering into a contract
- Internal record keeping - we will keep your contact information securely for business reasons for 7 years
- We may process testimonials and include the name/company and/or employment details of the author that have been received either by email or on social media. This may be shared via Big Picture Creatives social media platforms, digital actives or website.
- We may use the information to improve our products and services.
- We may periodically send promotional emails and/or newsletters about new products/services, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, or mail.
- If requested we will use this to allow a third party to supply goods to directly to you or to contact you regarding an order you have asked us to place

- If required we may process any of your personal data identified in this policy where necessary for the establishment, exercise or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure.
- We may process any of your personal data identified in this policy where necessary for the purposes of obtaining or maintaining insurance coverage, managing risks, or obtaining professional advice
- or where such processing is necessary for compliance with a legal obligation to which we are subject.

### Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Personal data will not be kept for longer than is necessary.

### Providing your personal data to others

- We may disclose to our insurers and/or professional advisers insofar as reasonably necessary for the purposes of obtaining or maintaining insurance coverage, managing risks, obtaining professional advice, or the establishment, exercise or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure.
- We may disclose *your personal data* to our subcontractors insofar as reasonably necessary upon your approval. Each such third party will supply to you a copy of its own privacy policy, which will govern that third party's use of your personal data - *please ask them directly for this is if ti is not provided automatically when they initiate contact with you.*
- In addition to the specific disclosures of personal data set out in this Section 4, we may disclose your personal data where such disclosure is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests where such disclosure is necessary for the establishment, exercise or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure.
- You have the right to object to our processing of your personal data for direct marketing purposes (including profiling for direct marketing purposes). If you make such an objection, we will cease to process your personal data for this purpose.

### How we use cookies

A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server. Cookies may be either "persistent" cookies or "session" cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user

session, when the web browser is closed. Cookies do not typically contain any information that personally identifies a user.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page 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.

Our service providers use cookies and those cookies may be stored on your computer when you visit our website. We use Google Analytics and Google Search Console to analyse the use of our website. The information gathered relating to our website is used to create reports about the use of our website. Google's privacy policy is available at: <https://www.google.com/policies/privacy/>.

For more information on the cookies set by Google Analytics™ please go to: <http://code.google.com/apis/analytics/docs/concepts/gaConceptsCookies.html>. Google has also created their own opt-out plugin, which you can get from: <http://tools.google.com/dlpage/gaoptout>.

#### External links

This website includes some links to other websites. We do not accept liability or responsibility for the content of third party websites, and those websites are not included in this privacy policy.

#### Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- if you use our contact us page, you will be provided with the option to opt in to receive marketing from Big Picture Creative.
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at [sarahcrawley@bigpicturecreative.co.uk](mailto:sarahcrawley@bigpicturecreative.co.uk)
- You may instruct us to provide you with any personal information we hold about you; provision of such information will be subject to the supply of appropriate evidence of your identity (for this purpose, we will usually accept a photocopy of your passport certified by a solicitor or bank plus an original copy of a utility bill showing your current address).
- We may withhold personal information that you request to the extent permitted by law.
- You have the right to confirmation as to whether or not we process your personal data and, where we do, access to the personal data, together with certain additional information. That additional information includes details of the purposes of the processing, the categories of personal data concerned and the recipients of the personal data. Providing the rights and freedoms of others are not affected, we will supply to you a copy of your personal data. The first copy will be provided free of charge, but additional copies may be subject to a reasonable fee.

- You have the right to have any inaccurate personal data about you rectified and, taking into account the purposes of the processing, to have any incomplete personal data about you completed.
- In some circumstances you have the right to the erasure of your personal data without undue delay. Those circumstances include: the personal data are no longer necessary in relation to the purposes for which they were collected or otherwise processed; you withdraw consent to consent-based processing; you object to the processing under certain rules of applicable data protection law; the processing is for direct marketing purposes; and the personal data have been unlawfully processed. However, there are exclusions of the right to erasure. The general exclusions include where processing is necessary: for exercising the right of freedom of expression and information; for compliance with a legal obligation; or for the establishment, exercise or defence of legal claims.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please email [sarahcrawley@bigpicturecreative.co.uk](mailto:sarahcrawley@bigpicturecreative.co.uk).

If you believe that any information we are holding on you is incorrect or incomplete, please let us know as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

#### Our details

This website is owned and operated by Big Picture Creative.

You can contact us by phone on 07949 198881 or via email at [sarahcrawley@bigpicturecreative.co.uk](mailto:sarahcrawley@bigpicturecreative.co.uk) Please request address details if required via the email address shown.