



Privacy Policy

At Colab Creation we want to ensure that we protect your information and your privacy.

Our privacy policy will tell you why we collect data about people who visit our website, and how we use it. It also details our data policy relating to our video production (page 4). We can assure you that your security is important to us, and we strive to protect your data and keep it safe at all times.

We may change this Policy from time to time so please check this document occasionally to ensure that you're happy with any changes. If you use 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 info@colabcreation.co.uk or by writing to - Unit 5, Grange Farm Business Park, Grange Road, Hugglescote, Leicestershire, LE67 2BT.

This policy has been updated in accordance to the GDPR from the 25th May 2018.

Who are we?

Colab Creation is built on the foundations of collaboration.

We produce promotional videos to help businesses engage their customers online, and work with educational providers to deliver innovative online learning.

The Colab team has produced video with a wide and diverse range of organisations, such as Leicester & Derby City Councils, Taylor Wimpey, NHS, and the Wildlife Trust.

How do we collect your information?

We obtain information about you when you use our website, email us, or telephone, for example, when you make an enquiry about our video production services.

What type of information is collected from you?

The personal information we collect might include your name, address, email address, IP address, and if you've visited our website, information regarding what pages are accessed and when.

How is your information used?

We may use your information to:

- Contact you if we have a questions regarding an enquiry you've made
- Carry out our obligations arising from any contracts entered into between you and us
- To improve our customer service – asking for your views and feedback
- Notify you of any important information that we feel we should share
- Occasionally send you marketing information which we feel might be beneficial

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. For example, if you have a contract with us, we will need to keep your data to ensure we fulfil this requirement for the duration agreed.

Who has access to your information?

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

We will not share your 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, such as our design and web partners, if necessary and with your consent to do so.

We will not release your information to third parties beyond our network, 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.

Choice about the information you receive

You have a choice about what information you receive from us. If you do not want to receive direct marketing communications such as special offers and information about our services, 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 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: info@colabcreation.co.uk or by writing to us at the address below.

How to update your information

If any of your information has changed, or will be changing in the near future, you can email, write or telephone us:

Call – 07595 979 209

email – info@colabcreation.co.uk

Write - Unit 5, Grange Farm Business Park, Grange Road, Hugglescote, Leicestershire, LE67 2BT

We are happy to share with you the information that we hold, and it is your right that you are provided with this information if you request it.

Use of 'cookies'

Like many other websites, the Colab Creation 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.

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.

Data Protection and video production

At Colab, we ensure that participants featuring in our videos give explicit consent to do so. We do this by asking our clients and participants to sign a copy of our **Personal Appearance Release Form**.

How will the footage be used?

Colab provide video production services for clients across the UK, following a specific brief given by the client detailing the content and purpose of the video/s. The video footage is then made available to client to use as part of their training/marketing/promotion or whatever their intention is. Colab will also ask for consent from the client (detailed in our Personal Appearance Release Form) for the video to be used as part of Colab's marketing activity. This means that the video would be featured openly across social media channels, on Colab's website.

If you do not wish for your video content to be used by Colab as part of our marketing activity, they you can "opt out" on the Personal Appearance Release Form.

What is the impact of Colab controlling and processing video footage?

We produce video content as instructed by our clients and ensure strict controls over processing this data. We therefore have a "legitimate interest" in producing such footage, and in keeping it for a duration of time. Our privacy policy states that you can request a copy of this footage at any time and withdraw your consent to appear if you feel you have an adequate, relevant and not excessive reason. If you have a legal reason to be removed from video footage we have recorded, we will of course take this seriously and respond to your request once we have received this in writing.

How long will my video footage be kept for?

We will provide our clients with a copy of their data once a year for information and updating where relevant. It is the responsibility of individuals and organisations to ensure the data held by us is accurate and up-to-date. Individuals should notify us of any changes, to enable personnel records to be updated accordingly. It is the responsibility of Colab to act upon notification of changes to data, amending them where relevant.

We discourage the retention of data for longer than it is required. All personal data will be deleted or destroyed by us after one year, unless we see reason to keep it for longer, in which we will discuss this with you.

How will data be kept?

Appropriate technical and organisational measures are taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of data.

All Colab computers have a log in system and our Contact Database is password protected, which allow only authorised staff to access personal data. Passwords on all computers are changed frequently. All personal and financial data is kept in a locked filing cabinet and can only be accessed by the Executive officers. When staff members are using the laptop computers out of the office care is always taken to ensure that personal data on screen is not left on display or accessible.

Will you share my data with third-parties?

We will not use data for a purpose other than those agreed by yourself as the client. If the data held by us is requested by external organisations for any reason, this will only be passed if data subjects agree. Also, external organisations must state the purpose of processing, agree not to copy the data for further use and sign a contract agreeing to abide by the GDPR.

We will not release your information to third parties beyond our network, 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.

Withdrawing your consent

If you would like to withdraw your consent from featuring in video footage for an adequate, relevant and not excessive reason, then please notify us in writing by email or post –

email – info@colabcreation.co.uk

Write - Unit 5, Grange Farm Business Park, Grange Road, Hugglescote, Leicestershire, LE67 2BT

We will then be able to review your request and respond within 7 days.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in May 2018.