

Customer Data Protection Privacy Policy

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2	05/01/2023	05/01/2024	Reviewed	E Hubbard	N Howard
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Table of Contents

Introduction.....	3
Legal Basis for Processing.....	3
Purposes of Data Processing.....	3
Types of Data We Collect.....	4
Data Retention Periods.....	5
International Transfers & Non-EU Data Sharing Agreements.....	5
Third Parties	5
Your Rights as a Data Subject.....	5
Communication of Policy Changes	5

Introduction

On-Set Location Services Limited are fully committed to protecting customer data and operate in compliance with the United Kingdom's General Data Protection Regulation (UK-GDPR 2021) and the Data Protection Act 2018.

We recognise in full our responsibilities in respect of data protection and endeavour to ensure our customers data is responsibly collected and stored, in accordance with the above-mentioned standards.

The protection of information, regardless of format is robustly managed and constitutes a fundamental element in ensuring the reputation of On-Set Location Services Limited. In doing so, we continue to meet and exceed the evolving expectations of our clients. A standard they have come to expect.

As sole Data Controller, On-Set Location Services Limited will comply with all existing Data Protection legislation and, beyond, where possible and practicable, in the pursuit of securing customer data.

Data Controller	Business Address	Contact Information
On-Set Location Services Limited ICO Registration ZB220124	The Granary Crowhill Farm Ravensden Road Wilden Bedfordshire MK44 2QS	Info@on-set.com 01763 244886

Legal Basis for Processing

On-Set Location Services processes data in accordance with Article 6.1(b) GDPR, in the performance of a contract. Processing is necessary for a contract to be fulfilled, including any specific steps taken prior to entering into a contract with another party.

Purposes of Data Processing

We work hard to deliver location services to a variety of customers across the film and tv industry, working with a broad range of clients across the media sector. We want to communicate clearly and directly with any business and its representatives that use our location services as well visit our website. To do this we need data. Below are the purposes by which we use the information you provide, in the performance of service delivery to our clients.

Purpose	Description
Processing Customer Enquiries	The effective liaison between ourselves and customers via telephone and email, prior to any formal agreement
Completion of Commercial Agreements	The finalising and successful agreement of both parties, carried out via telephone and email, prior to the delivery of any goods and services.
Service Delivery (good and services)	The continued communication between On-Set Location Services and the client, throughout the lifecycle of the contract, managed via telephone and email.
Invoicing & Contract Completion	The closure and formal cessation of On-Set Location Services and the clients commercial relationship, managed via telephone and email.

Types of Data We Collect

On-Set Location Services Limited captures the following fields of data in order to deliver goods and services to our clients.

Data Type	Description
Company Name	Usually, the name of the business being supplied with goods and services. This may in some instances be a named individual
Company Address	Client business address including potential locations where work will be carried out. In some instances, this may be the same address as the business owner's private residence
Telephone Number	Business contact for contract owner(s) and / or the clients relationship manager overseeing the delivery of goods and services
Email	Business email for contract owner(s) and / or the clients relationship manager to communicate and share information throughout the lifecycle of the engagement, ensuring the management of service delivery

Data Retention Periods

We collect and use information you have provided only for the purposes of service delivery. This data is held in accordance with On-Set Location Services data retention periods. Data that we collect throughout this process is used only for the communication with yourself the client. This is to progress business enquiries, finalise commercial contracts, manage delivery of good and services for the duration of the contract and issue invoices on the culmination of the engagement.

During this process we use software from external partners such as Google Suite, to engage in email communication and the processing of information to support and enable the successful delivery of good and services.

We store information on our systems in accordance with our retention policy and no longer than required All records are kept securely and retained according to the time periods stipulated by Regulatory Authority's.

International Transfers & Non-EU Data Sharing Agreements

On-Set Location Services Limited do not process or transfer data outside of the United Kingdom nor do we process data outside of the European Union.

We will not disclose your data without your permission unless we are legally entitled or required to do so.

Third Parties

Data captured during the engagement with On-Set Location Services Limited is not shared with Third Parties. The delivery of goods and services is performed solely by On-Set Location Services.

Your Rights as a Data Subject

You have a right to access your data, correct or remove it, or completely withdraw your consent for processing it at any time. Such requests should be sent to info@on-set.com

The withdrawal of consent does not affect the lawfulness of processing based on Article 6.1(b) GDPR (contract). Requests to access, correct or delete data will be refused in the event such changes would likely cause.

- a. Adverse impacts to the delivery of good and services provided by On-Set Location Services Limited
- b. Unenforceable clause(s) within a contract, constituting a breach by either party.

You have the right to lodge a complaint with a supervisory authority, The Information Commissioners Office (ICO).

Communication of Policy Changes

On-Set Location Services Limited will periodically update this Privacy Policy in line with the regulators direction. When changes to this Privacy Policy are applied, the date and version of this Privacy Policy will be revised. The latest version of this Privacy Policy is available on our website, www.on-set.com