A close up of a sign

Description automatically generated

s I L E N T E C H O S T U D I O S

GRAPHIC DESIGN - T-SHIRT DESIGN - VIDEO PRODUCTION - EVENT PHOTOGRAPHY

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**William T Scott-Robinson t/as Silent Echo Studios**

* **INTRODUCTION**

William T Scott-Robinson t/as Silent Echo Studios (hereafter known as ‘Silent Echo Studios’) are committed to protecting and respecting your privacy.

This notice explains when and why we may collect personal information about you, how we use it, how it is kept secure and the conditions under which we may disclose it to others.

Silent Echo Studios will collect and use information about all customers: current and former and persons within the community for whom a service is provided (hereafter referred to as ‘customers’) in accordance with data protection principals within the Data Protection Act (2018) and General Data Protection Regulation (GDPR).

* **WHAT INFORMATION WE COLLECT ABOUT YOU?**

In order to carry out its duties, aims and services Silent Echo must collect and process personal data relating to its customers.

This information will be collected either directly from or from cookies on our website

A record relating to your use of the business will be held by the managers and employees of Silent Echo.

Data held about you may include, but is not restricted to, the following:

• Personal identifiers such as name, address, email address and contact information

• Photographs or video of you

* **HOW WE USE THIS INFORMATION**

We process personal data relating to you to provide services. The legal basis for this processing is for the legitimate interest of the company to perform the running of the business and to perform its obligations to its customers.

In addition, some data may be held and processed for the compliance with the legal obligations of the organisation.

We do not collect any health information or special category data about you.

We might also hold your contact information for the purposes of updating you with news, services or special offers. We will always ask for your consent to contact you via email.

* **WHO HAS ACCESS TO YOUR INFORMATION?**

The data may be held in paper format within the main office. Personal information is also held on a computer database accessible only by Silent Echo Studios staff.

* **SPECIAL CATEGORY DATA**

Silent Echo recognises the significance of the processing of special category data and has considered is further obligations under data protection legislation. Special category data is generally defined as:

• Race or ethnic origin

• Political opinion

• Religious or philosophical beliefs

• Trade union membership

• Genetic or Biometric data

• Health data

• Sexual orientation

Silent Echo Studios has no necessity or reason to hold this type of information about our customers. Therefore, when data of this nature is inadvertently supplied to Silent Echo Studios by you, it will be immediately deleted, and no record will be kept.

* **SHARING AND DISCLOSING YOUR PERSONAL INFORMATION**

Silent Echo Studios may disclose certain personal data to external bodies. At all times, the amount of information disclosed and the manner in which it is disclosed will be in accordance with the provisions of the Data Protection Act and the GDPR.

If your personal data is shared with an external body it will be done so in a manner that is secure and we will only share what is necessary.

Such external bodies may include, but is not limited to:

• Third-party IT provision or software providers - any such transfer will be subject to the formal agreement of the third-party provider to ensure protection of your personal data

• Data processors outside of the business such as subcontractors or service providers – any such transfer will be subject to the formal agreement of the third party provider to ensure protection of your personal data.

Data is not shared with or transferred to any country outside the EU

* **HOW LONG DO WE KEEP YOUR INFORMATION?**

Silent Echo Studios will keep your personal data only as long as it remains relevant, accurate and is absolutely necessary to conclude the purpose(s) for which it was collected in accordance with Silent Echo Studios Data Protection and Retention of Records policy.

Notwithstanding the above, we will retain documents (including electronic documents) containing personal data:

• To the extent that we are required to do so by law

• If we believe that the documents may be relevant to any ongoing or prospective legal proceedings; and

• In order to establish, exercise or defend our legal rights

Data will be destroyed via secure means when no longer required.

* **ACCESS TO YOUR INFORMATION AND CORRECTION**

Silent Echo Studios observes individual's rights to access, rectification, or erasure of their data within Data Protection and GDPR legislation.

If you wish to request a copy of the personal data we hold about you, you can do so by contacting the Data Protection Officer, details as below. Subject to the complexity of the data held, Silent Echo Studios will endeavour to provide copy data within a period of one calendar month from the date the request is received.

Similarly, if you wish to rectify any of the data held about yourself or request full or partial erasure you should make such a request to the Data Protection Officer. Any such request will be considered within the legitimate interest of the business and the individual, taking into account business need, safeguarding and best interest considerations.

How to contact us

In the first instance, you can contact the business who will undertake to assist your queries.

You can also contact Silent Echo Data Protection Officer as follows:

Mr William T Scott Robinson

silentecho@mail.com

Or if you wish to make a complaint to the supervising authority or find out more about Data Protection obligations, please contact

Information Commissioner's Office

Wycliffe House, Water Lane

Wilmslow, Cheshire

SK9 5AF

Tel: 0303 123 1113