

Our Privacy Notice

We want you to enjoy using our site and our services, and in turn we want to ensure you that the personal data you share with us is safe and secure.

Our Privacy Notice outlines the information we collect about you, how we use it, disclose it, and otherwise manage it, as well as the choices you have to restrict our usage of this information. For the purposes of this Privacy Policy, “we” and “us” means Film Feeder, and we are what’s known as a Data Controller.

This notice includes sections that guide you through each of the ways you interact with us, and the type of services you take from us.

Please click below to learn more about the topic that is of interest to you:

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About your personal information

Why do we collect your personal information?

We collect information to help manage your interactions with us and to provide a quality service:

- To manage the services we provide to you;
- To charge you for the products and services you have ordered from us;
- To be able to answer questions you may have now and in the future about the services we have provided to you;
- To fulfil our legal obligations as a business; and
- To help us run and grow our business.

We also collect information, so we can tell you about our products and services.

We will not collect any personal information from you that we do not need.

Information collected via our website

You can visit our site (filmfeeder.co.uk) without telling us who you are or providing us with any personal information. However, we may collect the I.P. (Internet protocol) addresses of all our website visitors and other related information to be used to improve our website. We use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone.

Cookies

We use cookies and similar technologies to collect information about the pages you access or visit. Cookies are bits of information that are automatically stored on your computer, so we can recognise you when you return. This enables us to understand your use of our website so that we can continue to improve and refine it for a better customer experience. Cookies can be disabled via your browser; however, this may affect the quality of the features on our site. The information collected through cookies may be combined with other identifiable personal information from our records and other sources. We may use this combined information for future marketing initiatives. To find out further information about cookies please visit a third-party information site, such as www.allaboutcookies.org.

When you visit our website, you are presented with the option to “opt-in” to accept cookies. Our lawful basis for using cookies is your Consent via opting in.

Making Contact via our website

You may choose to raise a query with us via the contact forms provided on our website. In this case we will collect and store your name and email address. As an alternative method of contact, you may click on one of the email addresses on our website. In this case, the link will open your own email application and you will not need to save your information on our website.

Information collected for our Email Newsletter

You may choose to subscribe to our email newsletter from our website. If you subscribe to our newsletter, we use a “double opt-in” method to verify you are who you say you are. In order to send you the newsletter, we will collect your name and email address along with your preferences. We gather statistics around email opening and clicks using industry standard technologies.

Our lawful basis for holding this personal information is that you provide your Consent through opting in. You may withdraw your consent at any time by clicking the “unsubscribe” link contained in each newsletter.

Who we share your personal Information with

We use a number of service providers to assist us deliver products and services to you and share necessary portions of your personal information with them:

- Our website hosting. Our website is hosted in the UK but with an organisation that complies with the EU’s data privacy regulations;
- Our email newsletter provider, MailChimp, holds the personal information you provide that enables us to send you the newsletter. The information is only used for email newsletter subscriptions and no other purpose. The provider hosts your information outside of the EU, but is an organisation that complies with the EU’s data privacy regulations.

All of our service providers are required to maintain the confidentiality and security of your personal information and to use it only in compliance with applicable privacy laws. These

companies are not authorised to use your information in any manner, other than in helping us to provide you with products and services or as otherwise required by applicable law.

We may also disclose specific personal information about you if required by law, governmental request or court order if, based on our good faith belief, it is necessary to conform or comply with such law, request or court order.

Retention of Personal Information

We only keep your personal information as long as necessary for the purposes we collected it, or as otherwise required by law.

Security of your Personal Information

We maintain reasonable administrative, technical and physical safeguards in an effort to protect against the loss, theft, unauthorised access, use, modification and disclosure of personal information in our custody and control. We only provide access to personal information to employees and authorised service providers who require such information for the purposes described in this Privacy Notice.

To provide you with an increased level of security, online access to certain personal information may be protected with a password you select. We strongly recommend that you do not disclose your password to anyone. We will never ask you for your password in any unsolicited communication.

Sale of our Business

In the event of a merger or transfer of our business to a new owner, we may transfer or share information we have about you to a third-party acquirer.

Policy Changes

We may periodically update this Privacy Policy for new, unanticipated uses not previously disclosed. Any changes made will be posted here. We will treat your personal information in accordance with the Privacy Policy in place at the time your information was collected.

This policy was last updated in November 2019.

How to Contact Us about your personal information

Please do contact us with any questions or concerns about our Privacy Policy.

If you wish to access or update the personal information we have about you, or to correct factual errors in our records, please email us the address below. To protect your privacy, we will take reasonable steps to help verify your identity before granting access or making corrections.

Email: info@filmfeeder.co.uk

Your rights

You can request a copy of the personal information we hold on you at any time. If you believe the information we process on you is incorrect, you can request to see this information, and have it corrected or deleted. We may also be required to retain some parts of your personal information for legal reasons – such as invoice and payment records. Please make such a request in writing. There will be no charge for reasonable requests for information, and we will respond within one month. If it will take longer than a month to meet your request, we will discuss this with you.

If you wish to raise a request regarding your personal information or to register a complaint on how we have handled your personal data, please contact us at info@filmfeeder.co.uk.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office at <https://ico.org.uk/>