



Privacy Policy - Media Servicing Group

Media Servicing Group, including Media Servicing Ltd, Media Recycling Ltd and Media Servicing Events Ltd is committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who visit our website how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Who we are:

We are Media Servicing – a specialist in providing support services to media and other industries.

How do we collect information from you?

We obtain information about you when you contact us through our website, (www.mediaservicing.co.uk)

What type of information is collected from you?

The personal information we collect from the likes of our online contact form might include your name, address, email address, IP address, and information regarding what pages are accessed and when. We collect this information in order to understand how best to respond to your contact.

Retention of information

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems only 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.

In specific circumstances we may retain your Personal Information for longer periods of time so that we have an accurate record of your dealings with us in the event of any complaints or challenges, or if we reasonably believe there is a prospect of litigation relating to your Personal Information or dealings. Where we have obtained your Personal Information in order to provide you with marketing information for our products and services, your Personal Information will be stored by us only as long as you do not change your mind to receive such materials. Where your Personal Information is no longer required we will ensure it is securely deleted.

How is the information used?

We may use this information:

- To respond to an enquiry you have made
- To carry out our obligations arising from any terms agreed.
- To provide you with information about other goods or services we offer that are similar to those that you have already purchased or enquired about;

- To make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them, which may be based on your activity on our website(s) or third parties' websites;
- To manage and operate your account with us;
- To administer our site and for internal business administration and operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- To notify you of changes to our services;
- To send you communications which you have requested and that may be of interest to you.

Use of cookies

Like many other websites, the Media Servicing 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. 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, though this may result in a loss of functionality when using our website.

Embedded content from Twitter and other websites

Our website features our own Twitter feed. This can include the likes of videos, images, articles and links to other websites. Embedded content from other websites behaves in the same way as if you had directly visited that website. Such websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracing your interaction with the embedded content if you have an account and are logged in to that website.

Your data and your rights

If you have a login facility on this site or you are simply our customer, you can request to receive an exported file of the personal data we hold about you, including any data you have provided to us. You can also request that we erase any personal data we hold about you. This does not include any data we are obliged to keep for administrative, legal, or security purposes. We reserve the right to charge a reasonable fee to cover our costs in providing you with details of the information we hold about you when a request is manifestly unfounded or excessive - particularly if it is repetitive. We may also charge a reasonable fee to the amount of £12 to comply with requests for further copies of the same information. This will cover our costs in providing you again with such details.

How you can access and update your information.

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. If you feel that any of the information we hold should be updated, please contact us by email at info@mediaservicing.co.uk or by post to Media Servicing, Unit 1 Heathrow International Trading Estate, Green Lane, Hounslow TW4 6HB.

Who can access your data?

We do not sell or trade your information to third parties. We may pass your information to our third-party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we

require them to keep your information secure and not to use it for their own direct marketing purposes. We will not release your information to third parties beyond our network for direct marketing purposes, 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.

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it is treated securely. Our software systems are highly secure and data is retained only for requisite administrative, legal, or security purposes.

Because non-sensitive details are freely transmitted normally over the Internet, they can never be guaranteed to be 100% secure. While we take every precaution to protect your personal information, we cannot guarantee the security of any information in transit to us, and you send such information at your own risk.

Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone. Media Servicing Group takes all reasonable steps to keep your data and personal contact information secure.

Additional security qualifications

Media Servicing Group operates a customs bonded facility approved by HMRC and is also accredited by the Federation Against Copyright Theft.

16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under please get a parent or guardian's permission beforehand whenever you provide us with personal information.

Beyond the EU

Should any of our servers become located in a country outside of the EU and therefore beyond EU data protection terms, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy. By submitting your personal data, you are agreeing to such transfer, storing or processing.

Any questions regarding this Policy and our privacy practices should be sent by email to info@mediaservicing.co.uk or by post to Media Servicing, Unit 1 Heathrow International Trading Estate, Green Lane, Hounslow TW4 6HB

MEDIA SERVICING GROUP LIMITED

UNIT 1 | HEATHROW INTERNATIONAL TRADING ESTATE | GREEN LANE | HOUNSLOW | TW4 6HB

+44 208 573 9999

www.mediaservicing.co.uk

@media_servicing

REGISTERED IN ENGLAND 08592473