

JO WHITFIELD VOICE-OVERS PRIVACY STATEMENT

“Jo Whitfield voice-overs” specialises in the provision of voice-over services.

I am committed to protecting your privacy and to respecting your personal data. This Privacy Statement explains in detail the types of personal data I may collect about you when you interact with me. It also explains how I’ll store and handle that data and keep it safe.

1.What is Jo Whitfield voice-overs?

This is a sole trader business providing voice-over services.

2.The legal bases upon which I rely.

The law on data protection, based on the General Data Protection Regulation and formerly the Data Protection Act, sets out a number of different reasons for which a business may legally collect and process your personal data, including:

Consent

In specific situations, I can collect and process your data with your consent. This may be when you have ticked a box to receive regular communications from me in a paper or electronic document or on my website or when you have authorised me by email or telephone to retain your data in my records.

Contractual obligations

In certain circumstances, I need your personal data to comply with my contractual obligations e.g. if you have booked me to provide voice-over services, then I will need your contact details.

Legitimate interest

I might require your data to pursue my legitimate interests in a way which might reasonably be expected as part of running my business and which does not materially impact your rights, freedom or interests. For example, if I have worked for you before, I may use your correspondence details to send you direct marketing information telling you about my services which might interest you, to send updated reels, to provide relevant information about the voice-over industry.

3. When do I collect personal data?

- When you contact me via my website “Contact Me” page but not when you simply visit my site.
- When you book me for voice-over services
- When you engage with me on social media
- When you contact me by any means to make enquiries
- When you comment on or review my products and services.

4. What sort of personal data do I collect?

- For a booking or enquiry: your name and address and the name of other relevant persons such as end client, production company, marketing agency, studio address and on-site contact name, email, telephone and mobile numbers.
- Details of your interactions with me such as via the Contact Me form on my website, emails and social media followings and comments.
- Copies of documents you provide me with, business cards or signed contracts
- Payment information
- Your comments and reviews, testimonials or endorsements.
- Your social media handles and/ or usernames, if you interact with me through those channels, to help me respond to your comments, questions or feedback.

5. How and why do I use your personal data?

If you wish to change how I use your data, you will find details in the ‘What are my rights?’ section 10 below.

Remember, if you choose not to share your personal data with me, or refuse certain contact permissions, I might not be able to provide some services you’ve asked for.

Here’s how we’ll use your personal data and why:

- To perform any contract we’ve agreed. If I don’t collect your personal data during this process, I will not be able to provide the required services and comply with my legal obligations.
- To respond to your queries or complaints. I may also keep a record of these to inform any future communication between us and to demonstrate how I communicated with you throughout. I do this on the basis of my contractual obligations to you, my legal obligations and my legitimate interests in providing you with the best service and understanding how I can improve our service based on your experience.
- To protect my business from fraud and other illegal activities. I shall do all of this as part of our legitimate interest.
- With your consent, I will use your personal data to keep you informed by email, post, telephone or social media about relevant products and services, on the basis of legitimate business interest. Of course, you are free to opt out of hearing from me by any of these channels at any time.
- To send you communications required by law or which are necessary to inform you about changes to the services I provide. For example, updates to this Privacy Notice and legally required information relating to your orders. These messages will not include any promotional content and do not require prior consent when sent by email. If I do not use your personal data for these purposes, I would be unable to comply with my legal obligations.
- To develop, test and improve the systems, services and products I provide to you, on the basis of our legitimate business interests.

- To send you survey and feedback requests e.g. for testimonials to help improve my services. These messages will not include any promotional content and do not require prior consent when sent by email. I have a legitimate interest to do so as this helps make my products or services more relevant to you. You are free to opt out of receiving these requests from me at any time by contacting us.

6. How I protect your personal data

I appreciate how much data security matters to all my contacts and clients. With this in mind I will treat your data with the utmost care and take all appropriate steps to protect it. My computers and mobile devices are all password protected and only I have access to it.

I regularly monitor my systems for possible vulnerabilities and constantly review my security.

7. How long will I keep your personal data?

Whenever I collect or process your personal data, I will only keep it for as long as is necessary for the purpose for which it was collected.

At the end of that retention period, your data will either be deleted completely or anonymised, for example by aggregation with other data so that it can be used in a non-identifiable way for statistical analysis and business planning.

Her Majesty's Revenue and Customs (HMRC) requires us to keep records of contracts, payments and invoices for 7 years. We will therefore normally hold information of any contracts for this long.

8. With whom do I share your personal data?

I will never share your personal data with any third parties except where it is necessary for me in connection with performing our contract e.g. with a fellow voice-over artist or production company or others connected with that particular project. Should that be necessary, I will only provide the information they need for their specific services, they may only use your data for the exact purposes I specify and I work closely with those trusted third parties to ensure that your privacy is respected and protected at all times.

9. Where your personal data may be processed

Unless we inform you otherwise your data will not be processed outside the UK.

10. What are your Rights? An overview:

You have a **Right to Access** the personal data I hold about you, free of charge in most cases.

You have a **Right of Rectification**- I want to ensure that your personal data is correct and up to date. You may ask me to correct or remove your personal data if you think it is inaccurate.

You have a **Right to Deletion**, for example when you withdraw consent, or object and I have no legitimate overriding interest, or once the purpose for which I hold the data has come to an end.

You have a right to ask me to stop using your personal data for direct marketing (either through specific channels, or all channels) or that I stop any consent-based processing of your personal data after you withdraw that consent.

You have the right to request a copy of any information about you that I hold at any time. To do so, please contact me on jo@jowhitfield.com.

Your right to withdraw consent: Whenever you have given me your consent to use your personal data, you have the right to change your mind at any time and withdraw that consent.

In cases where I am processing your personal data on the basis of legitimate interest, you can ask me to stop for reasons connected to your individual situation. I must then do so unless I believe I have a legitimate overriding reason to continue processing your personal data.

Direct marketing : You have the right to stop the use of your personal data for direct marketing activity through all channels, or selected channels. I must always comply with your request.

11. How can you stop the use of your data for direct marketing

You can stop direct marketing communications from us by contacting us by emailing "jo@jowhitfield.com" or via social media by "unfollowing" at any time.

12. Contacting the Regulator

If you feel that your data has not been handled correctly, you have the right to lodge a complaint with the Information Commissioner's Office (ICO). You can contact them by calling 0303 123 1113. Or go online to www.ico.org.uk/concerns (opens in a new window; please note we can't be responsible for the content of external websites)

If you are based outside the UK, you have the right to lodge your complaint with the relevant data protection regulator in your country of residence.

13. If you live outside the UK

By using my services or providing your personal data to me, you expressly consent to the processing of your personal data by me. Of course, you still have the right to ask me not to process your data in certain ways, and if you do so, I will respect your wishes.

Sometimes I will need to transfer your personal data between countries to enable me to supply the goods or services you've requested. In the ordinary course of business, I may transfer your personal data from your country of residence to ourselves and to third parties located in the UK.

By dealing with me, you are giving your consent to this overseas use, transfer and disclosure of your personal data outside your country of residence for our ordinary business purposes. This may occur because my information technology storage facilities and servers are located outside your country of residence and could include storage of your personal data on servers in the UK.

I shall ensure that reasonable steps are taken to prevent third parties outside your country of residence using your personal data in any way that's not set out in this Privacy Notice. I will also make sure I adequately protect the confidentiality and privacy of your personal data.

14. Any Questions?

I hope this Privacy Notice has been helpful in setting out the way I handle your personal data and your rights to control it. If you have any questions that haven't been covered, please contact me at jo@jowhitfield.com.

This Privacy Statement was last updated and released in May 2018. I keep my Private Statement under regular review and place any updates on my website page.