



PRIVACY POLICY

WHO WE ARE

Sam Roberts founded Sustain Video Ltd in 2021, with the dream of building a video creation agency on the edge of the Peak District National Park. The company expanded in 2022 when Tom Bowker joined the team as Co-director, following six seasons at Formula 1 and Sustain Video as we know it was born.

At Sustain Video we produce and edit amazing video content for some of the biggest brands on the planet. Our clients include Manchester City FC, Formula 1, ATP Tour, BBC Philharmonic, CBeebies, World Rally Championship and BBC Sport.

Based in the town of New Mills, our location offers us the unique opportunity to build a sustainable and socially responsible relationship with the local community through our Sustain Giving initiative.

COMPANY DETAILS

ADDRESS: Torr Vale Mill, Torr Vale Road, New Mills, SK22 3HS

CONTACT: samroberts@sustainvideo.com, www.sustainvideo.com

COMPANY NUMBER: 13082428

ICO REGISTRATION NUMBER: ZB014206

TYPE OF INFORMATION WE COLLECT

If you submit an enquiry on our website the personal information we collect will include your name, email address, and contact number as well as any other information you include in your message.

If you are seeking services from us we will undertake a consultation process. This may include obtaining information about your personal and financial circumstances and objectives.

Where we are providing an ongoing service as a client of Sustain Video, there are likely to be situations where the information we collect from you, will be securely stored on our records, to allow us to provide our full services.

We will update the information as part of our review process and note this on our records. When editing or generating content certain contributor information within video files or projects will be gathered.

As all of this information is required to enable us to provide our services and comply with our regulator's requirements, if you opt not to provide it we may not be able to continue to provide services to you.

HOW WE COLLECT PERSONAL INFORMATION, AND WHY WE HAVE IT

- Directly from our clients who use our services.
- Directly from local individuals and community groups engaging with our Sustain Giving project.
- Directly from our partners; e.g grant or commercial funding from publicly available sources: eg. networking, social media, internet services, exhibitions, direct referrals, other corporate bodies.
- From guests, contractors or visitors .
- From CCTV images.

We may also combine your personal information with other information we collect from third parties. We will notify you when we receive information about you from them and the purposes for which we intend to use that information.

KEEPING YOUR INFORMATION SAFE AND SECURE

Sustain Video is committed to keeping customers' personal information secure to protect it from being inappropriately or accidentally accessed, used, shared or destroyed, and against it being lost. If we believe that your data has been compromised in any way, then we will notify you within 72 hours of being made aware. Where we are the data processor, we will notify the Data Controller in the first instance.

Your information is securely stored within the United Kingdom on secure devices with appropriate technical measures in place. Information is also securely stored via trusted third parties such as Google Drive.

Depending on the nature of the project, we keep client, supplier and partner information for as long as it's needed for business, in case we need to re-establish contact. When we no longer have a business justification to keep hold of your information, we will then dispose of your information by deleting old emails and files.

Sustain Video adheres to all UK data protection legislation such as UK GDPR and the UK Data Protection Act 2018.

COOKIES

Cookies are small files that are placed on your computer, tablet or smartphone, by websites and apps that you use. They collect information to make websites work effectively, to help us improve the site, and to provide improved functionality.

Cookies do lots of different jobs, like letting you navigate between pages efficiently, remembering your preferences and counting the number of visits to a page on our website.

WHY DO WE USE COOKIES?

There are many different types of cookie and we use them to enable activities on our website, app and within some email communications.

We group these cookies as follows:

Essential cookies: These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website.

Functional cookies: These cookies are used to recognise you when you return to our website. This enables us to remember the preferences you've chosen, for example, we use functionality cookies to remember settings you've previously applied, such as layout and text size.

Performance cookies: These cookies are used to provide anonymous data to track how you interact with the website, and the number of visitors. This helps us to improve the way our website works, for example, by ensuring that you find what you're looking for easily. We also use these to make sure the site is working properly and for testing different designs.

FIRST AND THIRD PARTY COOKIES

First and third party cookies are used for different purposes:

First party cookies are set by us, as the owner of the website or app, to enhance security and to improve our products and services for a better user experience.

Third party cookies are set on our website by an organisation other than us. These enable us to learn more about our website visitors, so that we can provide a more personalised experience, or in some cases for advertising.

SESSION AND PERSISTENT COOKIES

This describes how long a cookie will last for.

Session cookies last only for the duration of your visit to a particular website. When you close your web browser they are deleted.

Persistent cookies remain on your device after you have closed your web browser. They can be used for many purposes, such as remembering your login details or your chosen preferences. They can last for varying lengths of time depending on the cookie.

COOKIES WE USE

First Party Cookies

None, we use no first party cookies.

Third Party Cookies

Name	Purpose	Duration
ss_cvr	This cookie is associated with Squarespace. It identifies unique visitors and tracks their sessions on the site.	1 Year
ss_cvt	Identifies unique visitors and tracks a visitor's sessions on a site.	1 Day
crumb	This cookie is associated with SquareSpace. It is used to ensure a visitor's browsing security, by preventing cross-site request forgery (CSRF)	Session

YOUR DATA PROTECTION RIGHTS

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at hello@sustainvideo.com or at Torr Vale Mill, Torr Vale Road, New Mills, SK22 3HS if you wish to make a request.

HOW TO COMPLAIN

If you have any concerns about our use of your personal information, you can make a complaint to us at Torr Vale Mill, Torr Vale Road, New Mills, SK22 3HS or at hello@sustainvideo.com.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office Wycliffe House
Water Lane Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Email: casework@ico.org.uk

ICO website: <https://www.ico.org.uk>

