**06 & 07 PRIVACY POLICY 2018**

Resource Productions believes we have a fundamental duty to keep your data secure so you can have confidence when learning about our production and training that we provide We have developed this policy to help you understand what we do with your data.

This policy applies to:

* **Resource Productions Consulting Ltd t/a Resource Productions**, Company Number **05365084**, Registered Address: **27 Church Street, Slough, Berkshire, SL1 1PL**
* **Resource Productions CIC**, in England and Wales registration number **11207439**, Registered address: **27 Church Street, Slough, Berkshire, SL1 1PL**

Resource Productions are registered as data controllers with the Information Commissioner’s Office for the United Kingdom and are collectively referred to as Resource Productions in this document. This policy is written in accordance with the General Data Protection Regulation (GDPR) 2018 and with the Data Protection Act 1998.

By submitting your data to Resource Productions, you are accepting this privacy policy and authorise Resource Productions to collect, store and process your information in the ways explained.

**1. How your data is collected**

In most circumstances, Resource Productions will only ask for your name and contact details (plus payment details if you are registering for a course). Sometimes, we may ask for additional information where it may either help us in our campaigns or help us keep our communications relevant to you.

Resource Productions will also collect information such as your Internet Protocol (IP) address for monitoring and improving the effectiveness of our website services as well its security.

We will only collect sensitive personal data where absolutely necessary and with your explicit consent. All data collected by Resource Productions will be retained only for an appropriate length of time, defined by our legal requirements and operational needs, and will be securely archived or deleted after this time.

**Cookies**

Cookies are small files that are downloaded onto your computer (or your mobile phone) from websites that you visit. Cookies contain information that allows websites to recognise that you have used the site before.

We use cookies, like most websites, to help us provide you with the best experience when you visit our site. Some cookies allow us to understand (by using tools like Google Analytics) how visitors are interacting with our website, so that we can improve it.

All browsers allow you to control which cookies you accept and which you delete. You will usually find these settings under the ‘Preferences’ or ‘Tools’ menu of your browser. For more information about cookies, please see [www.allaboutcookies.org](http://www.allaboutcookies.org/).

**2. How your data is kept secure**

Resource Productions uses industry-standard tools, such as firewalls AVG, Norton & Kaspersky, to safeguard the confidentiality of your personally identifiable information. We make every effort to protect against the loss, misuse and alteration of the information under our control.

In addition, we always use a secure connection when collecting personal financial information from you and conform to [PCI standards](https://www.pcisecuritystandards.org/pci_security/). All forms which request credit card or bank details use Eventbrite. Most web browsers (e.g. Microsoft Explorer, Mozilla Firefox, Safari, Google Chrome, etc.) support Eventbrite. The link between your web browser and the server is secure if your web browser displays a small padlock or key symbol somewhere in the frame, or the address bar shows a web address beginning https:// (rather than http://)

We endeavour to keep all supporter data inside the European Economic Area (EEA), and ensure that any time data is transferred outside the EEA exactly the same provisions on data security and processing are applied. Resource Productions will never sell your data to any other organisation. Resource Productions also never shares or swaps your data with another organisation unless we have made it obvious up front (e.g. for the purpose of reporting to our funders). In all these cases these third parties only have access to the data they need to handle the process and do not have permission to use it for any other purposes. We may also share anonymised (or ‘hashed’) versions of your data with partners for reporting purposes only.

Within Resource Productions, only those authorised to process your data can access your data. We work hard to ensure our staff can only see the data they need to perform their tasks. All our staff are trained to understand data protection and what they need to do to keep your data secure.

**3. How we use your data**

Resource Productions uses your data in a variety of ways which include the following:

* Providing you with information on services that you have requested from us.
* Processing course fees or other services received from you.
* Making enquiries or informing you about our production or training with us (e.g. resolving issues with courses, or informing you of changes)
* Responding to any complaints from you.
* Informing you of job opportunities or commissions with us or our partners.
* Inviting you to participate in surveys or research.
* Analysing and refining our advertising, campaigning and other operations to increase our effectiveness and engage with more people.

In order to do some of these tasks we may build up a profile of you based on the interactions you have had with Resource Productions. Such profiling may include details of your past engagement with Resource Productions together with information gathered from sources detailed elsewhere in this Privacy Policy, and may be carried out either by Resource Productions or by a trusted partner. For example, in deciding who to email about a scriptwriting course, we might look at which learners attended similar courses in the past. This enables Resource Productions to most effectively target relevant information and appropriate requests for support. This does not affect any of your rights or limit you in how you can get involved with us and our campaigns. You may opt out of profiling at any time by contacting us with the details at the bottom of this policy.

**4. How Resource Productions will communicate with you**

For any marketing communications about our production and training services we will only contact you via email and telephone if we have your consent to do so. We may send you marketing materials through mail or via SMS if we have your consent or we believe you would be interested in our products or services, unless you have expressed a preference not to receive such content.

You may also see advertising online and on some social media sites if you have supported us before, or if your use of these channels suggests that you would find our campaigns relevant.

To respond to your queries we will contact you either via the method you used to contact us or by a medium you have indicated you would like us to respond with. If we need to contact you for any administrative purposes then we will usually email you or call you depending on what contact details we have available for you.

The first time you sign up with Resource Productions, you will choose how you would prefer to be contacted. We will respect your choices and not make any changes to your preferences unless you change them yourself or contact us to change them on your behalf.

You can unsubscribe from our emails at any time through the unsubscribe link at the end of all our newsletters and you can stop seeing any social media from us through settings on those sites.

You can also change your mind on how you would like us to contact you or tell us that you would no longer like to hear from us by calling +44 1753 553374 or emailing us via info@resource-productions.co.uk

**5. How Resource Productions protects children’s privacy**

The safety of children is very important to us. No information should be submitted or posted to Resource Productions by children under the age of 13 without prior parental/guardian consent. If you are aged under 13, please ensure you obtain your parent/guardian’s consent before sending any personal information to this website.

All applicable laws are followed with respect to data collection from children. Where we have date of birth information, we will only share data collected from children with Slough Borough Council through Youth Engagement Slough (YES).

Parents and guardians should be aware that owing to the nature of the topics of our productions on social issues, some films and images posted on the Resource Productions website may be considered unsuitable for children under the age of 13.

**6. How to find out more or make a complaint**

Resource Productions operates in accordance with all relevant UK data protection laws. If you would like to find out more about these laws and how you could be affected beyond what is mentioned in this privacy policy, please visit the [Information Commissioner’s Office](https://ico.org.uk/).

You have a right to ask for a copy of the information we hold about you, which Resource Productions will supply to you within one month. Resource Productions will ask for proof of identity, and may charge a fee should any request be unusually complex or time-consuming.

If you have any specific questions about how Resource Productions processes your data which are not answered here or you would like to make a complaint about how we have managed your data then please either write, call or email us via the details below.

**Dominique Unsworth**
Data Protection Officer
Resource Productions
27 Church Street
Slough
SL1 1PL

Tel: **01753 553374** or email us via dom@resource-productions.co.uk

If you are not satisfied with our response to your enquiry then you can contacted the Information Commissioner’s Office directly via the details on their [website](https://ico.org.uk/concerns/).

**7. Changes to this policy**

Our Privacy Policy may change from time to time. The amended version will be published on our website and any significant changes will be communicated to clients and learners either on the website or directly.

This will replace any previous privacy policy wording and all conditions and terms of use will be in force from the date of publication.

**DATA PROTECTION STATEMENT**

Under the Data Protection Act 2018, we are required to inform you of the personal details we hold for you in relation to this activity of processing. Resource Productions may share this information with government and local authority departments and other funders or authorised organisations for administrative, statistical and research purposes.  For further information please visit: [**PRIVACY POLICY**](https://resource-productions.co.uk/corporate-privacy) If you are unable to access the provided link or wish to submit a query in relation to fair processing, please contact the data protection officer at **dom@resource-productions.co.uk**

***Approved by:……………………………………………………….. On:……………………..***