

Privacy Policy

The privacy and security of your personal information is very important to us. We do not share your personal information with any third party, other than ways stated in this policy, without your expressed permission. This policy states how we collect, share and manage your personal information to comply with the EU General Data Protection Regulation ("GDPR") that came into effect on the 25th of May 2018. It also explains how you can exercise your privacy rights.

Acceptance of this Privacy Policy

By providing us your personal information or otherwise interacting with us, you signify your acceptance of our Privacy Policy.

Changes to this Privacy Policy

Light Fantastic Production Services reserves the right to modify, add or remove portions from this policy without notification. If there are significant changes, we will aim to notify you of these changes either through your personal information or by a notice on our website

Data Security

We keep your personal information in secure CRM systems that we have DPA (Data processing Addendum) agreements with. These include but are not limited to Current RMS, Zoho Surveys and Air table. Your data is stored within and outside the EEA and copies of our DPA's are available on request.

We also retain your information on our encrypted servers and shared drives. We have company processes in place to ensure that this data is kept safe and that minimal information is stored in these locations.

Although we take steps to protect your personal information from loss, misuse, unauthorised alteration, no system is totally secure or error-free. Therefore, we do not, and cannot, guarantee the security or accuracy of the information we collect or store on our systems. You acknowledge that you are assuming the risk in providing this information to us.

Retention Period

To ensure fair processing, your personal information will not be retained by us for longer than necessary and required for us to stay in contact with you to provide you services or to provide you job opportunities.

Data Collection

The types of information we collect from you depends on how you use our services, how you provide your services to us or how we interact with you. We will collect information from you when you:

- Request a quotation, meeting, or discussion to use our services
- Submit questions, requests, or other communications to us via online forms, email, phone or other communication media including but not limited to Facebook, WhatsApp, LinkedIn
- Contact us for technical support or information
- Complete our freelancer application form
- Visit our website
- Any other interaction we have with you that requires us to gather your personal information

Use of your information

Personal Information	We may collect names, postal addresses, phone numbers and email addresses, date of birth, profile photo, from you so we can identify you and so we can communicate with you regarding existing and future projects. We may require your signature to approve the purchase of goods or services. If you are a freelancer, we will collect information about your skills set for us to provide suitable roles to you. We will collect certificates of insurance or qualifications that are relevant to your skills. We will also collect expiry dates for these so we can contact you to obtain an updated version.
Financial Information	We will when suitable collect financial information from you to conduct credit checks and make payments to you.
Website & Cookies	We collect anonymous data from all users of our website using cookies to monitor traffic and allow us to improve user experiences. This data will include but is not limited to IP address, date and time, demographics, browser type. We use Google analytics to collect this data.
Third Parties	<p>We will at times provide your personal information to clients, suppliers or freelancers to ensure we deliver the services that our clients expect. (An example of this would be providing a client's phone number to a supplier or freelancer so they are contactable on site).</p> <p>We will only share your personal information at other times with third parties if: we believe it is needed to enforce our terms and conditions; it is needed to detect, prevent or address fraud, security or other technical issues; it is required to protect our property, legal rights or that of others; if we are acquired through purchase or by other means and your information is part of that acquisition; for any other means that are not stated above that are required by law or for us to provide our full service.</p>

Your Rights

Under the General Data Protection Regulation, you have certain rights regarding your data.

- You have the right to ask us for a copy of any data we hold about you.
- You have a right to have any data that is incorrect, corrected.
- You have the right to object to the use of your data.
- You have the right to have your data provided to you to take elsewhere in a suitable format.
- You have the right to have your data deleted in certain circumstances but in this case, we would be unable to provide you with services or offer freelance opportunities to you.
- You have the right to lodge a complaint about the use of your data with the Information Commissioner.
- If you wish to exercise any of these rights, please contact our data controller.

Details for the Information Commissioner and making a complaint can be found on the Information Commissioner's website at www.ico.org.uk.

Getting in Contact with Us

If at any times you have any questions, comments, or concerns about this privacy policy, or if you would like to action any of your rights under this policy, please contact us:

Email: hello@lfps.co.uk

Write to us: Light Fantastic Production Services, 6 Elstree Way, Borehamwood, Hertfordshire, WD6 1RN

This policy was last revised April 2020