

About this Privacy Policy

This Privacy Policy sets out when and why we collect personal information, how we use it and how we keep it secure.

We may collect, use and store your personal data, as described in this Privacy Policy. We will also explain at the point of data capture how your personal information will be used.

We will always comply with the General Data Protection Regulation (GDPR) when dealing with your personal data. Further details on the GDPR can be found at www.ico.gov.uk

Who are we?

Rustle Up Productions Ltd, (“our”, “us” and “we”) is a company registered in England and Wales, Company Registration number 09225077, whose registered office is **2nd Floor 32-33 Gosfield Street, Fitzrovia, London, United Kingdom, W1W 6HL**

Rustle Up Productions operates as data controller for the information you provide us.

Rustle Up Productions is committed to ensuring that your data is held securely and in compliance with GDPR regulations in the UK. This Privacy Policy sets out how we collect and process your personal data.

If you have any questions about our Privacy Policy or how we handle your data, please contact our Data Protection Officer, [Barry Bastagnola], by emailing barry@rustleupproductions.com

What personal data do we collect when you interact with us?

Personal data we collect from you includes:

Type of data	Purpose / use	Legal basis of processing
Clients' name, address, telephone number, email address	To maintain our client database and contact you to provide our services as requested by you	Performing our contract with our customers. For the purpose of our legitimate interests.
Subscribers' name and email address	Sending email newsletters. Data will be processed by MailChimp, our chosen email marketing service provider	Consent. We will seek consent and make it clear at the point of data capture (and under “Email newsletter” section in this

		policy) how your data will be used.
Invoice payers' name, address, telephone number, email address	Processing your payment. This will be processed by PayPal, our payment processor.	Performing our contract with our customers. For the purpose of our legitimate interests.

Rustle Up Productions never sends any emails asking you to provide personal or credit card information.

Rustle Up Productions do not share or disclose your personal information with third parties.

How do we collect your data?

We collect your data in the following ways:

- When you complete our online enquiry form
- When you send us an email or phone us to request a call back
- When you visit our website (Cookies)

How will we use your data?

We will use the personal information you have provided Rustle Up Productions Ltd to provide our services to you. Such services include:

- To contact you to discuss your business and requirements if you request us to
- To provide ongoing customer service if you work with us
- To keep you informed of any special offers, newsletters, products, services or events we believe may be of interest to you (you can opt out of marketing communications at any time)
- For payment processing
- For record keeping
- For market research

How secure is your data?

The security of your personal information is important to us. All information you provide to us is stored on our secure servers or secure services controlled by third parties on our behalf.

Unfortunately, the transmission of information via the internet is not completely secure.

Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our website; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

- We will never transfer your personal data outside the EU without prior consent **with the exception of MailChimp and Google (see “Third parties” section).**
- We have taken a number of steps to protect your personal data from loss, misuse and unauthorised access.
- We will never sell your personal data.
- We will not share your personal data with any third parties without your prior consent.
- We will report any unlawful data breach of our own data or our third parties’ data to all relevant people and authorities within 72 hours of the breach.

How long do we keep your data for?

- We will hold your personal data for as long as you are a Rustle Up Productions customer and for as long afterwards as it is in our legitimate interest to do so. **This will generally be for up to 5 years.**
- We review collected personal data annually to establish whether we are still legally entitled to process and retain it.
- We will never store payment information for orders processed on this website. If you choose to store your payment information in your Rustle Up Productions website account, the details will be stored securely with PayPal, our payment processor.
- For payments completed via telephone, we will securely destroy your payment information as soon as we have used it to process your order.

Visitor tracking

Like almost all websites, we use Google Analytics (GA) to track how you interact with our website. This helps us understand how people find and use our website, allowing us to make changes to improve usability and user experience.

GA stores data such as your location, device, internet browser and operating system. This does not enable us to identify you personally.

Furthermore, GA records your device’s IP address. This could allow Google to personally identify you but we do not have access to this information.

You can disable cookies on your internet browser to stop GA from tracking your usage of this site.

We consider Google to be a third-party data processor. See “Third Parties” section below.

Email newsletter

This website enables you to sign up to our email newsletter. Any details you submit will be forwarded to our own Customer Relationship Management (CRM) system and also MailChimp (who we use for email marketing services). If you choose to sign up to our email newsletter, your personal details will not be stored in a database on our own website or on any of our internal computer systems.

Your personal details will remain within MailChimp until you request removal from the newsletter. We provide unsubscribe links in every email newsletter that we send to you. You can also request that we remove you by contacting us.

If you would like your personal details to be removed from our own CRM system, please contact us.

We consider MailChimp to be a third-party data processor. See “Third Parties” section below.

Contact forms

If you choose to contact us using any enquiry forms on our website, none of the data that you enter will be stored by this website. Instead, the data you enter will be sent to us in an email over a secure mail server.

External websites and social networks

Our website may contain links to external websites including social networking websites which are not affiliated with or controlled by us. These external websites may collect your personal data and also use cookies. Examples include Facebook, Twitter and LinkedIn. We are not responsible for these external websites including their security and privacy of any information they collect. Please review the privacy policies of each external website you visit.

Additionally, our website may include social networking features such as Facebook “Like” or “Share” widgets. Plus, you may be given the option to register or login to our website or related services using your social media accounts. If you choose this option, we may receive and store personal information from that service which will enable you to log in and other information that you may choose to share.

If you don't want your personal information shared between this website and your social media account, please do not connect your social account with this website.

What types of web browser cookies do we use?

This website uses cookies to monitor and analyse how you interact with our website. Cookies are small text files which are downloaded to your device when you use our website.

Cookies are then sent back to our website on each visit you make to our website, or to another website that recognises that cookie.

Cookies are useful because they allow our website to recognise your device. This allows us to remember your preferences and tailor our website and other media to you.

How to manage cookies

You can adjust the cookies settings for our websites in your website browser settings.

You can disable cookies on your internet browser if required.

Please note that some website features may not function as a result of disabling cookies.

Server Information

This website is hosted **within a UK data centre**.

All traffic handled by this website is encrypted and delivered over HTTPS.

Third Parties

This privacy policy is only applicable to the Rustle Up Productions website and does not cover how other organisations you may reach, via a link from our website, process their data.

You can view the privacy policies of the carefully selected third parties we work with below:

Third Party	Privacy Policy	Other Notes
Google	Google: https://policies.google.com/privacy?hl=en&gl=uk Google Analytics: https://support.google.com/analytics/answer/6004245?hl=en	EU-U.S Privacy Shield compliant.
MailChimp	MailChimp: https://mailchimp.com/legal/privacy/	EU-U.S Privacy Shield compliant.

Updating your preferences

If at any time you would like to change how we are able to communicate with you, please visit our preference centre which you will find a link to at the bottom of every marketing email we send to you. Alternatively, you can contact us and we will be happy to discuss your current contact preferences and make any changes required.

Your Data Protection rights under GDPR

Your rights as individuals under GDPR are as follows:

- The right to be informed if your personal data is being used
- The right of access
- The right to get your data corrected
- The right to get your data deleted
- The right to limit how organisations use your data
- The right to data portability
- The right to object to the use of your data
- The right to raise a concern.

For guidance about your individual rights, please visit the ICO website: [Your data matters](#)

Complaints

If you are not satisfied with how we respond to your questions about the handling of your data you have the right to complain to the Information Commissioner's Office (ICO).

You can find out how to do this via their website <https://ico.org.uk/make-a-complaint/>

How to contact Rustle Up Productions

If you have any questions about our privacy policy, any questions about the data we hold on file about you or would like to exercise your data protection rights please get in touch via:

Email: barry@rustleupproductions.com

Phone: 0208 191 7405

Or write to us at: The Old Casino, 28 Fourth Avenue, Hove, England, BN3 2PJ

Changes to our Privacy Policy

We may update this privacy policy from time to time to ensure it is up to date, accurate and ensure compliance with current and any future GDPR regulations.

If legislation is updated or we decide to change the providers of third party services, this privacy policy may change. It is not possible for us to notify all website users of all changes so we recommend that you occasionally check this page for updates.

Specific changes will be mentioned below this point.

This privacy policy was last updated on **28 May 2020**