



THE PRODUCTION FACTORY

PRIVACY POLICY

1. Introduction

Production Factory is made up of different legal entities, details of which can be found here <https://theproductionfactory.com/pf-group>. This Privacy Policy (“**Policy**”) is issued on behalf of Production Factory London Limited. References to (“**The Production Factory**”, “**TPF**”, “**we**”, “**our**” or “**us**”) in this Policy relate the relevant company within the group responsible for processing your data.

The Production Factory respects your privacy and is committed to protecting your personal data. This Policy outlines how we collect, process, and store your personal data (regardless of where you visit us from) when you interact with us through our website, services, and communications. By using our website, services and / or any other form of communication you agree to the collection, use, and processing of your data as described in this Policy.

2. Important information and who we are purpose of this Policy

This Policy aims to give you information on how The Production Factory collects and processes your personal data through their course of dealings with you.

You can opt out of receiving marketing communications at any time. We will never send unsolicited marketing emails or share your data with third parties for marketing purposes without your consent.

Please note that this Policy may change from time to time. Please check our website periodically for updates. If significant changes occur, we will notify you where possible.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

3. Controller and contact information

The Production Factory London Limited responsible for processing your data and is the data controller for this website.

For any queries regarding this Policy or how we handle your personal data, please contact us using the details below:

- Email: hello@theproductionfactory.com
- Address: The Production Factory London Ltd, 29-31 Brewery Rd, London, N7 9NT

4. Complaints

You have the right to make a complaint at any time to the Information Commissioner's Office (“**ICO**”), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

5. The data we collect



Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We will comply with data protection law. This says that the personal information we hold about you must be:

- a) Used lawfully, fairly and in a transparent way.
- b) Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- c) Relevant to the purposes we have told you about and limited only to those purposes.
- d) Accurate and kept up to date.
- e) Kept only as long as necessary for the purposes we have told you about.
- f) Kept securely.

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together follows:

- **Identity Data:** includes first name, maiden name, last name, username or similar identifier, marital status, title, date of birth and gender.
- **Contact Data:** includes billing address, residential address, email address and telephone numbers
- **Financial Data:** bank details, income, expenditure, payment card details
- **Transaction Data:** detailed information about payments made to and from you, such as payment methods, dates, amounts, and references. It also includes details of the products and services you have purchased from us, such as information about the shoots held
- **Profile Data:** includes your preferences on the logistics to and from shoots
- **Image Data:** includes images taken at photo shoots, profile pictures sent to us
- **Marketing, Communications and Logistics Data:** includes your communication, marketing (including third parties) and collection preferences
- **Usage Data:** Pages visited, time and date of visits
- **Additional Data:** Employment details for business interactions

We may collect aggregated data, such as statistical data, to improve our services. For example, we may aggregate individuals' Usage Data to calculate the percentage of users accessing a specific feature on our website or interacting with our social media accounts, in order to analyse general trends and patterns. This helps us enhance both our website and social media presence, as well as our overall service offering. Aggregated data is not considered personal data under the law, as it does not directly or indirectly identify you.

On some occasions, we may collect, store, and use different types of data in relation to child models. This may include photographs or other content featuring the child, which may be used in newsletters, on our social media accounts, or in other promotional materials. Such data may also be stored for ongoing or future marketing purposes. The collection, use, and storage of this data will only be carried out with the express, informed consent of the individual who holds parental responsibility for the child. This consent will always be obtained in advance of any such use.

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with or purchase from your services). In this case, we may have to cancel a service you have with us, but we will notify you if this is the case at the time.



6. How is your personal data collected?

We use different methods to collect data from and about you including through:

- **Direct interactions:** you may give us your Identity and Contact Data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:
 - request our services;
 - provide details for incorporation into a call sheet;
 - request logistics to a shoot;
 - give us some feedback.
- **Third parties or publicly available sources:** we may receive personal data about you from various third parties and public sources as set out below:
- **Technical Data from the following parties:**
 - analytics providers such as Google based outside the EU;
 - advertising networks such as Le Book based outside the EU; and
 - search information providers that may be based outside the EU.
- **Identity Data, Image Data and Contact Data:** from modelling agencies, Photographic agencies, advertising agencies and, large corporations with whom we contract with to provide services.
- **Identity and Contact Data:** from publicly available sources such as Companies House and the Electoral Register based inside the EU.

7. How we use your personal data

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- **Contract:** where we need to perform the contract, we are about to enter into or have entered into with you.
- **Legitimate Interests:** where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- **Legal Obligations:** where we need to comply with a legal or regulatory obligation.
- **Consent:** We rely on consent only where we have obtained your active agreement to use your personal data for a specified purpose, for example if you subscribe to an email newsletter.
- We may also use your personal information in the following situations, which are likely to be rare:
 - Where we need to protect your interests (or someone else's interests).
 - Where it is needed in the public interest or for official purposes.

Generally, we do not rely on consent as a legal basis for processing your personal data other than as set out above. You have the right to withdraw consent to marketing at any time by contacting us using the details set out in paragraph 3 of this Policy.

8. Purposes for which we will use your personal data

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us (using the details set out in paragraph 3



of this Policy) if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
To register you as a new Customer or a Supplier of services	<ul style="list-style-type: none"> a) Identity b) Contact 	Performance of a contract with you
To process and deliver services to you including: <ul style="list-style-type: none"> a) Manage payments, fees and charges b) Collect and recover money owed to us c) Organise and administer photoshoots d) Others 	<ul style="list-style-type: none"> c) Identity d) Contact e) Financial f) Transaction g) Marketing and Communications h) Image 	<ul style="list-style-type: none"> a) Performance of a contract with you b) Necessary for our legitimate interests (to recover debts due to us)
To manage our relationship with you which will include: <ul style="list-style-type: none"> a) Notifying you about changes to our terms or privacy policy b) Asking you to leave a review c) Organising transportation to photo shoots 	<ul style="list-style-type: none"> a) Identity b) Contact c) Profile d) Marketing and Communications 	<ul style="list-style-type: none"> a) Performance of a contract with you b) Necessary to comply with a legal obligation c) Necessary for our legitimate interests (to keep our records updated and to study how customers use our products/services)
To administer and protect our business	<ul style="list-style-type: none"> a) Identity b) Contact c) Technical 	<ul style="list-style-type: none"> a) Necessary for our legitimate interests (for running our business and provision of administration) b) Necessary to comply with a legal obligation



Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
For employment applications	a) Identity b) Contact	a) Consent b) Legitimate interests

9. How we use particularly sensitive personal information

"Special categories" of particularly sensitive personal information require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal information. We have in place an appropriate policy document and safeguards which we are required by law to maintain when processing such data. We may process special categories of personal information in the following circumstances:

- In limited circumstances, with your explicit written consent.
- Where we need to carry out our legal obligations or exercise rights in connection with employment.
- Where it is needed in the public interest, such as for equal opportunities monitoring or in relation to our occupational pension scheme.

Less commonly, we may process this type of information where it is needed in relation to legal claims or where it is needed to protect your interests (or someone else's interests) and you are not capable of giving your consent, or where you have already made the information public. We may also process such information about members or former members in the course of legitimate business activities with the appropriate safeguards.

We may approach you for your written consent to allow us to process certain particularly sensitive data. If we do so, we will provide you with full details of the information that we would like and the reason we need it, so that you can carefully consider whether you wish to consent.

Information about criminal convictions

We may only use information relating to criminal convictions where the law allows us to do so. This will usually be where such processing is necessary to carry out our obligations and provided we do so in line with our Policy.

We do not envisage that we will hold information about criminal convictions.

10. Third-party marketing

We will get your express opt-in consent before we share your personal data with any company outside The Production Factory for marketing purposes.

11. Change of purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us using the details set out in paragraph 3 of this Policy.



Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

12. Disclosures of your personal data

We do not sell your personal information to third parties. However, we may have to share your personal data with the third parties set out below for the purposes set out in the table in paragraph 8 above.

- Internal Third Parties - other companies in The Production Factory acting as joint controllers or processors and who are based in London, Manchester, New York, Miami and Mallorca.
- External Third Parties including:
 - Service providers acting as processors who provide IT and system administration services, photographic services and others.
 - Professional advisers acting as processors or joint controllers including lawyers, bankers, auditors and insurers who provide consultancy, banking, legal, insurance and accounting services.
 - HM Revenue & Customs, regulators and other authorities acting as processors or joint controllers.
- Third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this Policy.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

We only share the information necessary to perform these services and strive to anonymise or aggregate data whenever possible.

13. International transfers

We share your personal data within The Production Factory. This will involve transferring your data outside the UK to our overseas offices in: the United States of America and Spain. Additionally, many of our external third parties are based outside the European Economic Area (EEA) so their processing of your personal data will involve a transfer of data outside the EEA.

Whenever we transfer your personal data out of the UK, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission. For further details, see European Commission: Adequacy of the protection of personal data in non- EU countries.
- Where we use certain service providers, we may use specific contracts approved by the European Commission which give personal data the same protection it has in Europe. For further details, see European Commission: Model contracts for the transfer of personal data to third countries.
- Please contact us (using the details set out in paragraph 3 of this Policy) if you want further information on the specific mechanism used by us when transferring your personal data out of the EEA.



14. Data security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions, and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

15. Data retention

How long will you use my personal data for?

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

By law we have to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for as long as reasonably necessary depending on the category of data.

We may retain certain personal data where it is necessary for our legitimate business interests, including but not limited to, maintaining a record of individuals or organisations whom we may have an ongoing prospective business relationship with. We ensure that any such retention is proportionate, however, you do have the right to object to this at any time as outlined in paragraph 16 below.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

16. Your legal rights

You have rights under data protection laws in relation to your personal data. You have the right to:

- Request access to your personal data (commonly known as a "**data subject access request**"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note,



however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

- Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.
- Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) overriding legitimate grounds to use it.
- Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

If you wish to exercise any of the rights set out above, please contact us at any time by emailing hello@theproductionfactory.com, or writing to us at The Production Factory, 29-31 Brewery Rd, London, England, N7 9QH.

We try to respond to all legitimate requests within one month. Occasionally it could take us longer than one month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

17. Cookies

For more information about the cookies, we use and how to change your cookie preferences, please see cookie policy.

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