

ONE VOICE MEDIA & PR PRIVACY POLICY

OUR CONTACT DETAILS

One Voice Media is a PR and marketing company. We provide services in PR, marketing, event organisation, content creation, media buying and social media management.

One Voice Media & PR Ltd, No.1 Barnfield Crescent, Exeter EX1 1QT

01392 278801

info@onevoicemedia.co.uk www.onevoicemedia.co.uk

Lisa Vanstone, Director

INFORMATION WE HOLD

We are committed to safeguarding the privacy of our website visitors and service users.

This policy applies where we are acting as a data controller with respect to the personal data of our website visitors and service users; in other words, where we determine the purposes and means of the processing of that personal data.

- We hold information on our business clients, that may include employee's names, job titles, images/film* and contact details. This data is held for the purpose of managing our relationships with our clients and fulfilling our contracts with them.
- We hold information on individuals on behalf of our clients, which includes personal information. This may include name, contact details, employer's details. We hold this on a consent basis and related to a specific action – for example, registering for/attending an event, winning a competition
- We hold information on potential clients, this may include business name and personal details such as an employee's name, job title and contact details. We hold this as a legitimate business interest.
- We hold personal details on our suppliers, which may include names, contact details, bank details. We hold this in order to manage our relationship with suppliers and to pay them.
- We hold personal details on our employees including name, contact details and bank details for legitimate business reasons. Full policy below.
- We have a website privacy policy, please see below.

*Image policy below.

HOW WE GET THE INFORMATION AND WHY WE DO WE HAVE IT

Most of the personal information we process is provided to us directly by you for one of the following reasons: you are a client, supplier or employee of the company or you have requested to have information on one of our clients – e.g. to join a newsletter list or follow a social media account.

- This data is held for the purpose of managing our relationships with our clients and fulfilling our contract with them.
- We hold this data on a consent basis on behalf of our clients. This data is collected via third parties such as Eventbrite, Mailchimp, Typeform.
- We hold information arising from enquiries for our services, as a legitimate business concern.

WHAT WE DO WITH THE INFORMATION

We use the information that you have given us in order to fulfil our contracts with our clients, organising events and promoting businesses / organisations.

HOW WE STORE YOUR INFORMATION

- Personal data held on hard copy is stored in locked cabinets.
- All electronic information is password protected.
- We keep information relating to clients for up to five years following the contract end. We will then dispose of this information by deleting electronic files and shredding paper copies.

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 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 information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the 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 One Voice Media & PR Ltd, No.1 Barnfield Crescent, Exeter EX1 1QT if you wish to make a request.

ONE VOICE MEDIA PHOTOGRAPHY POLICY

All images containing any people (children or adults) as the main focus of the shot must have signed consent from everyone in the shot for use on social media, websites, publications and in print material.

All existing photography is filed in the following way:

- Images of **children** where we have **signed consent**
- Images of **adults** where we have **signed consent**
- Images where the people are **incidental to the main picture** with a few shoppers at the side/background. **Example:**



- Images just showing the **backs of heads** where people cannot be identified
- Images showing very **large crowds** at an event where no individual is the focus. Large crowds, such as a sports event, conference or a festival, are regarded as a public area so do not need permission of everyone in a crowd shot. People in the foreground are also considered to be in a public area, but, if possible, we need to address those within earshot, stating where the photograph may be published and giving them the opportunity to move away. If we want to use an image of, for example, the winner of a race at a sports event, where an individual is the main focus of the image, we get the race winner's consent.

Example:



- Images not containing people at all

What we do:

- Photography briefs are tightly written
- Key shots are set up in advance with consent from those involved
- We shadow the photographer to ensure we have all consent. The photographer is not responsible for getting consent forms signed.
- Admin is managed to ensure the shots and consent forms can be matched to one another after the event
- Consent forms are filed carefully under name of event/date so that if there are any queries after the event they can be easily found and identified
- All consent forms are **immediately** filed in the designated, locked cupboard.

WEBSITE PRIVACY STATEMENT

We are committed to safeguarding the privacy of our website visitors; this policy sets out how we will treat your personal information.

WHAT INFORMATION DO WE COLLECT?

We may collect, store and use the following kinds of personal data:

- Information about your computer and about your visits to and use of this website (including your IP address, geographical location, browser type, referral source, length of visit and number of page views)
- Information that you provide to us for the purpose of registering with us
- Information that you provide to us for the purpose of subscribing to our website services, email notifications and/or newsletters
- Any other information that you choose to send to us

COOKIES

A cookie consists of information sent by a web server to a web browser and stored by the browser. The information is then sent back to the server each time the browser requests a page from the server. This enables the web server to identify and track the web browser.

We use "session" cookies on the website. Session cookies will be deleted from your computer when you close your browser.

We use Google Analytics to analyse the use of this website. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on users' computers. The information generated relating to our website is used to create reports about the use of the website. Google will store this information.

By using this website please be aware that you are consenting to the usage of the above cookies.

DISCLOSURES

We may disclose information about you to [any of our employees, officers, agents, suppliers or subcontractors] insofar as reasonably necessary for the purposes as set out in this privacy policy.

In addition, we may disclose information about you:

- To the extent that we are required to do so by law;
- In connection with any legal proceedings or prospective legal proceedings;
- In order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk); and
- To the purchaser (or prospective purchaser) of any business or asset which we are (or are contemplating) selling
- Except as provided in this privacy policy, we will not provide your information to third parties.

POLICY AMENDMENTS

We may update this privacy policy from time-to-time by posting a new version on our website. You should check this page occasionally to ensure you are happy with any changes.

YOUR RIGHTS

You may instruct us to provide you with any personal information we hold about you. Provision of such information may be subject to the payment of a fee (currently fixed at £10.00).

You may instruct us not to process your personal data for marketing purposes by email at any time. (In practice, you will usually either expressly agree in advance to our use of your personal data for marketing purposes, or we will provide you with an opportunity to opt-out of the use of your personal data for marketing purposes.)

THIRD PARTY WEBSITES

The website contains links to other websites. We are not responsible for the privacy policies or practices of third party websites.

WHAT ARE COOKIES?

A cookie is a small text file that is placed and stored on your computer, mobile or other device by websites that you visit. Cookies are widely used in order to make websites work or work more efficiently and also to provide information on visitor behaviour to the website owner. For further information on the use of cookies visit www.aboutcookies.org or www.allaboutcookies.org.

SESSION COOKIES

These are temporary cookies that remain in the cookie file of your device's browser until you close the browser. They can enable certain site functionality and are also used by the server to store/remember information about user web page activities so user information can be stored throughout an online web process e.g. to allow information to be carried across pages of a website to avoid having to re-enter information.

PERSISTENT COOKIES

These are cookies that remain in the cookie file of your browser for much longer (how long depends on the lifetime of the specific cookie). Generally speaking, persistent cookies can be used to track website visits, including returning and unique visitors, and to monitor how people interact with a website. They can also be used to help arrange content to match a user's preferred interests/preferences more quickly e.g. language settings, however, these cookies cannot be used by themselves to identify you.

HOW DO WE USE COOKIES?

We use cookies for a number of reasons, including:

- Making possible certain site functionality (session cookie); and
- Website traffic and visitor behaviour tracking (persistent cookie).

The session cookies that we use are strictly necessary for the website to operate and are essential to make possible certain site functionality, including users logging in and updating information on the website. Session cookies do not hold personal information.

The persistent cookies used on this website help us to improve the user experience of the site by giving us an insight into how it is being used. These are Google Analytics cookies, which are used to compile anonymous, aggregated statistics that allow us to understand how users use our website and to help us improve the site structure. Neither we nor any third party can identify you personally in this way.

WHAT COOKIES DO WE USE AND WHY?

COOKIE NAME	COOKIE PURPOSE
PHPSESSID	This is a session cookie generated by PHP, a technology we use to code our websites.

FACEBOOK	<p>Set by Facebook via 'like' buttons – we do not have access to, or use the data collected by these cookies.</p> <p>The following cookies are set:</p> <p>locale – expires 3 days after set/update</p> <p>datr – expires 729 days after set/update</p> <p>lu – expires 729 days after set/update</p> <p>lsd – persistent</p> <p>reg_ext_ref – persistent</p> <p>reg_fb_ref – persistent</p> <p>ref_fb_gate – persistent</p> <p>For more information on how Facebook uses cookies please see</p> <p>https://www.facebook.com/help/?page=176591669064814</p>
TWITTER	<p>Enables the Tweet button on certain pages of our site. The cookies may store anonymous session data and if your computer is already logged into Twitter, may contain session or other data identifying the logged in account.</p>
GOOGLE ANALYTICS (utma, utmb, utmc & utmz)	<p>These are persistent cookies and as such last longer than the user's session. These cookies are performance cookies and are used as part of our web analytics activity to monitor traffic and compile reporting about how users are using our websites. The cookies are used to capture anonymous data about a user's journey around our website and the information is aggregated in order to allow us to analyse trends and to make improvements to our website. Below is a more detailed explanation of each type of Google Analytics cookie:</p> <p>-utma - this cookie keeps track of the number of times a visitor has been to our website, when their first visit was and when their last visit occurred;</p> <p>-utmb and utmc - these cookies work together to calculate how long a visit takes. utmb takes a timestamp of the exact</p>

	<p>moment in time when a visitor enters our site, while utmc takes a timestamp of the exact moment in time when a visitor leaves our site. utmb expires at the end of the session. utmc waits 30 minutes and then it expires (this time lag is required to ensure that no further page view activity occurs);</p> <p>-utmz - this cookie tracks where the visitor came from e.g. what search engine was used, what link was clicked on, what keyword was used and where in the world the user accessed our website from.</p>
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USE OF COOKIES BY ASSOCIATED WEBSITES AND THIRD Parties

Please be aware that our website contains links to and from other websites. We accept no responsibility or liability for the content of these websites or the cookies they use. If you choose to visit another website via our website, you will need to contact them separately to have your personal information deleted from any records they might hold. It is also the responsibility of these websites to detail their use of cookies to you on their website and to gain the relevant consents from you for their usage.

During your visit to our website you may notice some cookies that are not related to us. This typically takes the form of embedded content from websites such as YouTube and social media bookmarks. When you visit a page with content embedded from these websites and opt to interact with this content you will be presented with cookies from them. We do not control the dissemination of these cookies and you should check the third party websites for more information.

MANAGING, DISABLING AND ENABLING COOKIES

You have the ability to accept or decline cookies from any website by modifying the settings in your browser. If you wish to restrict or block the cookies which are set by our website, you can do this through your browser settings. For information about how to manage and disable cookies you can use the 'Help' function within your browser or please visit www.aboutcookies.org or www.allaboutcookies.org. However, please note that by deleting or disabling cookies this could affect the functionality of our website and you may not be able to access certain areas or features of our site.

To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>.

GDPR – OFFICE PAYROLL POLICY

Storage

At One Voice we use Sage 50 Payroll software to store and process only the required personal data for the purpose of preparing and paying monthly salaries. Where appropriate personal data is also

sent to NEST in order to meet the pension requirements. The data submitted to HMRC and NEST is encrypted so you can be confident that it is safe and secure.

Processing of your data is necessary for compliance with a legal obligation.

Hard copies of your personal data provided to us, are also stored in a locked metal cupboard.

Payslips

Each month payslips are put into a sealed and named envelope and distributed to your personal desk. If you are away from the office e.g. Maternity leave, your payslip will be posted to you personally in a sealed envelope and marked 'Private and Confidential'

Access

If you wish to access any of the personal data held, please contact Sally Forster-Youngs in the first instance. The Company will arrange for you to see or hear all personal data held about you within 40 days or receipt of a written request.

Rectification

It is important that the data we hold is accurate and up to date. If your data requires any amendments, please contact Sally Forster-Youngs in the first instance.

Erasure

You can ask for your data to be erased, unless there is a legal requirement for us to keep this personal data. HMRC require that payroll information is stored for the current tax year and a minimum of three years prior to the current tax year.

Direct Marketing

We will not use your personal data for the any direct marketing, including profiling, nor for a public task (for the performance of a task carried out in the public interest)

Contact details: Sally Forster –Youngs (sally@onevoicemedia.co.uk)

HOW TO COMPLAIN

Contact Lisa Vanstone, One Voice Media, 1 Barnfield Crescent, Exeter EX1 1QT

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