TWICKENHAM STUDIOS LONDON LTD PRIVACY POLICY

Twickenham Film Studios is operated by Twickenham Studios London Ltd

OUR CONTACT DETAILS
NAME: Twickenham Studios London Ltd
ADDRESS: Twickenham Film Studios, The Barons, Twickenham, TW1 2AW
PHONE NUMBER: 020 8607 8888
E-MAIL: help@twickenhamstudios.com
WEBSITE: www.twickenhamstudios.com

THE TYPE OF PERSONAL INFORMATION WE COLLECT
We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details) and any other information you voluntarily provide to us via our online enquiry forms, telephone calls or emails sent to us
- Your IP address (which is a unique identifier that computers and devices used to identify and communicate with each other) which is automatically recognised by the web server
- Records of your interactions with Twickenham Film Studios e.g. previous bookings and enquiries
- Records of email exchanges and phone calls
- Details of financial transactions with Twickenham Studios Ltd and Twickenham Studios London Ltd

TWICKENHAM STUDIOS LONDON LIMITED
Registered office The Barons, Twickenham, England, TW1 2AW   **Vat registration** GB341515331   **Company registration** 12383683
T. (+44) 020 8607 8755   **E.** salesorders@twickenhamstudios.com   **twickenhamstudios.com**

HOW WE GET THE PERSONAL INFORMATION AND WHY WE HAVE IT
The personal information we process is provided to us directly by you for one of the following reasons:

- To manage your requests, enquiries and bookings

- To contact you for reasons related to your requests, enquiries and bookings

- To advise of Twickenham Film Studios availability and services

- To send you newsletters with information about Twickenham Film Studios

- To send you details of events, offers and services offered by Twickenham Film Studios

- To notify you of changes to our services

- To use your IP address to monitor traffic and gather browsing behaviours of visitors to our websites. We will not use your IP address to identify you personally in any way

We use the information that you have given us in order to deliver, support, improve and obtain feedback on our services and facilities.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- **YOUR CONSENT. YOU ARE ABLE TO REMOVE YOUR CONSENT AT ANY TIME. YOU CAN DO THIS BY CONTACTING HELP@TWICKENHAMSTUDIOS.COM**

- **WE HAVE A CONTRACTUAL OBLIGATION**

PLEASE NOTE
Our Website may, from time to time, contain links to and from the websites of other organisations, partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for such websites or policies. Please check these policies before you submit any personal data to these websites.

HOW WE STORE YOUR PERSONAL INFORMATION
Your information is securely stored on servers at Twickenham Film Studios offices.

We also use a cloud-based service to store and process some data relating to our marketing communications. Below is a list of current cloud-based service providers that we may share your data with.

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MAILCHIMP.COM

WHAT DATA – Name and email address
WHY – To stay in touch through newsletters and to notify of events, offers and services
WHERE IS YOUR DATA – Secure severs in the USA. Mailchimp participates in and has certified its compliance with the EU-US Privacy Shield Framework (https://www.privacyshield.gov/) and is committed to subjecting all Personal Information received from the United Kingdom to the same principles.
MORE INFORMATION – Click here https://mailchimp.com/gdpr/ to find out more about Mailchimp GDPR compliance

HOW LONG WE KEEP YOUR PERSONAL DATA FOR

We keep details of contracted bookings for at least seven years for tax and accounting reasons.

We will delete your email address from our mailing list as soon as possible after you unsubscribe from the mailing list. You can do this at any time using the unsubscribe link at the bottom of any newsletter we send you.

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 personal 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 personal information in certain circumstances.
YOUR RIGHT TO OBJECT TO PROCESSING - You have the the right to object to the processing of your personal information for the purposes of direct marketing.

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 if you wish to make a request.

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HOW TO COMPLAIN

If you have any concerns about our use of your personal information, you can make a complaint to us at:

NAME:	Twickenham Studios London Ltd
ADDRESS:	Twickenham Film Studios, The Barons, Twickenham, TW1 2AW
PHONE NUMBER:	020 8607 8888
E-MAIL:	help@twickenhamstudios.com
WEBSITE:	www.twickenhamstudios.com

You can also complain to the ICO if you are unhappy with how we have used your data.
The ICO's address:
NAME: Information Commissioner's Office
ADDRESS: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

PHONE NUMBER: 0303 123 1113
WEBSITE: https://www.ico.org.uk

We reserve the right to revise this policy at any time. Updates to this policy will be posted on our website. You are encouraged to review this privacy policy from time to time.

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COOKIE POLICY

WHAT IS A COOKIE?

A cookie is a small file which is placed on your computer's hard drive and the cookie helps us analyse web traffic and allows the website to respond to you as an individual.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer, but this may prevent you from taking full advantage of the website. Please see below for information on how to manage and disable cookies. . If you would like to learn more about cookies in general you can visit www.allaboutcookies.org

OUR COOKIES

The below list details the cookies used in our website.

Name	About
Google Analytics	Cookies used by Google Analytics and are used by millions of sites worldwide to collect anonymous information about how visitors use the site. The data stored by these cookies never shows personal details from which your individual identity can be established. You can update your browser settings to Opt-out of Google Analytics cookies.

HOW TO MANAGE COOKIES

You can enable or disable cookies by changing your website browser settings to accept or reject cookies as required. How to do this will depend on the browser you use. We have provided further information below on how to check which browser you use and how to manage cookies. Please bear in mind that if cookies are not enabled on your computer, your activities will be restricted to browsing this website and you will not be able to add products to your shopping bag and buy them.

CHECKING WHICH BROWSER YOU USE

If you are using a PC – go to 'Help' and select the 'About' option
If you are using a Mac – click on the Apple menu within the browser and select the 'About' option
Once you know which brower you are using, follow the instructions below to check if you have cookies enabled on your computer:

CHECKING COOKIES – PC

MICROSOFT INTERNET EXPLORER 6,7,8

- Go to 'Tools' at the top of your browser window. Select 'Internet options'. Click on the 'Privacy' tab
- Ensure that your Privacy level is set to Medium or below to enable cookies

MOZILLA FIREFOX

- Go to 'Tools' and select Options
- Click the Privacy icon
- Click on Cookies and choose 'allow sites to set cookies'

GOOGLE CHROME

- Go to 'Tools' and select Options
- Click 'Under the Hood' and select the 'Content settings' button within the 'Privacy' section
- Choose 'Allow local data to be set'

CHECKING COOKIES – MAC

SAFARI ON OSX

- Click 'Safari' and select 'Preferences'
- Click 'Security' then 'Accept cookies'

MOZILLA AND NETSCAPE ON OSX

- Click on 'Mozilla' or 'Netscape' and select 'Preferences'
- Find 'Cookies' under 'Privacy & Security'
- Select 'Enable cookies for the originating web site only'

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MICROSOFT INTERNET EXPLORER ON OSX

- Click 'Explorer' and select 'Preferences'
- Find 'Cookies' under 'Receiving Files'
- Select 'Never Ask'

OPERA

- Click 'Menu' and select 'Settings'
- Select 'Preferences' and then 'Advanced'
- Select 'Accept cookies'

If you are not happy with the way that we use cookies then you can manage cookie settings in your browser, or you should browse the site using your browser's anonymous usage setting, called "Incognito" in Chrome, "InPrivate" for Internet Explorer, "Private Browsing" in Firefox and Safari etc.