

Privacy Statement

This document sets out the Privacy Statement of Media Safety Limited and explains how we collect and use personal information in connection with your relationship with us:

- by contacting us for a quote or information;
- by visiting and viewing our website;
- by applying for a vacancy or position with us;
- by engaging our services.

This policy applies to personal data that is contained within information held about suppliers and possible future suppliers, contacts, job applicants, customers and clients, and all other people we hold information about in order to operate our business and maintain mandatory functions.

Please read the following carefully to understand our views and practices regarding your information and how we will treat it.

Who are we?

Media Safety Ltd is a Health & Safety Consultancy, providing services to the film, media and construction industries as well as to corporate clients and individuals who purchase our consulting or training services. Our clients range from large film and TV studios, film and TV productions and commercials through to businesses large and small.

For the purposes of personal data processing during the course of our business, Media Safety Ltd consider ourselves to be the data controller. There may be instances where we share data controller status with other parties, and we engage with a varied supply chain of providers who hold the status of data processors via contract and service agreement as part of our business operations.

Media Safety Limited are responsible for our own company website, <https://www.mediasafety.co.uk>, though this and any contact forms embedded within it are hosted and managed by other parties; please note we do not accept liability or responsibility for any featured links to other websites, partners or service providers as these will be outside of our remit to control:

Our Data Protection Administrator is Jen Compton-Chalk who can be contacted via email at info@mediasafety.co.uk. We also periodically utilise consultancy advisory services from a certified Data Protection Consultant who can be contacted via email at info@spheredataprotection.com.

We are a company registered in the United Kingdom under registration number 4854012 and our registered address is Sterling House, 20 Station Rd, Gerrards Cross, Bucks SL9 8EL United Kingdom. Our office contact details can be found at the foot of this document.

Personal data we collect

We collect, use, share, store and transfer in physical and electronic form. This information can be grouped together in the following categories:

- Identity and contact information, including first name, last name, title, email address; telephone number, addresses relating to certain services we may provide e.g. location of training or site reconnaissance address, billing address or any other information you provide in order for MSL to carry out work for you; for example photographs of activities, people or locations, or special category data such as health or disability information.
- Financial information, including bank account and payment details;
- Transaction information, including details about payments to and from you and other details of services you have purchased from us;
- Marketing and communications information, including your preferences in receiving marketing from us, and your preferred communication choices e.g. via phone, email, SMS etc;
- We maintain a record of our contact history with companies and individuals, such as communications by email or post;
- With your prior consent, photos and or video footage may be taken in order to carry out our health and safety services to you;
- Special category information you share relating to special needs or general health when carrying out our health and safety services to you – notable services being Display Screen Assessments (DSE) and training in relation to Reasonable Adjustment.

How we collect data about you

You provide us with your personal data by filling in the contact form on our website, or by providing delegate information when booking training, corresponding with us by post, phone, email, on social media or otherwise. This includes information you provide when you request a quotation for services or for information to be sent to you, engage our services, opt into marketing, or provide us with feedback or submit queries or complaints. It also includes information you share with us when we carry out our health and safety services to you.

We also use a range of publicly available information to enhance or check details you may provide, such as referring to HMRC and Companies House for financial and company information, carry out due diligence checks on any provided professional membership, certification or qualifications, contact referees or industry connections regarding work carried out or incidents reported, speak with recruitment or training providers, or liaise with insurers, claims investigators, public or local authorities or the Police.

How we use your personal data

We use your information in the following ways:

Identity and Contact Information

Based on legitimate interests, performance of a contract, to fulfil legal obligations, for statistical purposes or to meet public interest requirements, to protect vital interests, to establish or

defend legal claims, and where applicable, based on consent:

- to deliver training certificates to you if applicable.
- to provide health and safety and or training advice.
- to send you emails, messages or to phone you relating to the work we carry out for you.
- to create and manage accounting in relation to the services we provide for you.
- to provide customer care and support.
- to carry out our own recruitment and hiring activities.
- for security and safety due diligence and to check your identity.
- to provide you with occasional marketing (where we have the right to do so – see marketing section below).
- to respond to queries or complaints.
- to carry out statistical accident reporting (for this we will aggregate and anonymise data where applicable, unless doing so would render the reporting or analysis moot).
- to capture relevant information you share during risk assessments such as Pregnant Worker or DSE Assessment to inform the decisions and control measures of that assessment.
- To inform decisions relating to Reasonable Adjustment – in the training we provide.

Financial Information

Based on legitimate interests, performance of a contract, to fulfil legal obligations, or to meet public interest requirements:

- to take payment and to handle enquiries, refunds or credit notes.
- for fraud prevention and detection.
- for accounts payable and receivable, including debtor and creditor management.
- to manage payroll for employees and workers.

Marketing and Communications Information

Based on legitimate interests, performance of a contract, or where applicable, based on individual consent:

- to send you information by email, about our services. Media Safety Ltd will only ever contact known clients and do not market to companies that have not previously engaged our services.
- for existing and past clients, we will ask for your consent to receiving occasional marketing emails or may contact you under the 'soft opt-in' – there is always the option to opt out at any point.
- for new customers, we will ask for consent to receiving occasional marketing emails at point of engagement with the option to opt out then, at every contact point thereafter.

Contact History

Based on legitimate interests, performance of a contract, to fulfil legal obligations, for statistical purposes or to meet public interest requirements, to protect vital interests or to establish or defend legal claims:

- to provide customer care and support, including responding to all manner of queries, complaints, compliments, testimonials and referrals

In relation to any processing of special categories of personal information such as information about health conditions, disabilities or medical information, we will generally rely on obtaining specific consent from you at the time (for example during a Pregnant worker risk assessment or DSE (Display Screen Equipment) assessment unless there is otherwise an appropriate legitimate interest or legal requirement for us to process such information.

Data sharing

Except as expressly set out in this policy we will not share your personal information with third parties unless we have your permission or are required by contract or by law to do so.

We will share personal data, contained within business operational information, with the following categories of companies or purposes – this is under the remit of the sharing being an essential part of our service provision:

- Name and contact details of Contractors engaged by Media Safety Ltd who provide services to our clients and customers;
- Learner, candidate (including details of any required Reasonable Adjustment) and engaged Contractor details with companies that help us fulfil our services e.g.: for Qalsafe First Aid Training or IOSH verification, assessment and certification;
- Professional service providers, such as IT, email and website hosts who help us run our business may have limited access, when instructed or required, to personal data held in our software programs and systems;
- Our Accountant will have access to personal data held within our software systems and programs, so that we can carry out our company payroll and accounting requirements.

Overseas data transfers

The information that we collect from you may be transferred to, and stored at, a destination outside the UK for example if your company Head Quarters or one of our clients, business partners or trusted third parties are based overseas; this could include companies in the United States, or other parts of the world where data protection legislation differs to that of the UK. Examples include:

- We use Microsoft 365 licenses for all our staff and contractors as part of our business operations; Microsoft are a US based organisation, and whilst every effort is made to ensure our Company only uses cloud storage within the UK, there is no guarantee (at Microsoft's own admission) that data held in, or transmitted via, Microsoft software products is not accessible under certain circumstances (e.g. for tech support) by Microsoft personnel in various locations around the globe;
- Our service delivery requires close liaison with Production Houses and Legal Departments for film and TV Productions around the world, and data is contractually shared for the purposes of crew management, hazard identification, risk assessment and crew training.

These are merely examples – for more information, or if you have a specific query about instances of overseas data sharing, please contact our Data Protection Administrator, Jen Compton-Chalk.

When we, or our permitted third parties, transfer your information outside the UK, we or they will impose obligations on the recipients of that data to protect your information to the standard

required by UK law, or otherwise require the recipient to subscribe to international frameworks intended to enable secure data sharing, appropriate access restriction and applicable levels of data security.

In the case of transfers by us, we will put in place appropriate safeguards to ensure that your information remains adequately protected. For transfers outside of the UK we will carry out periodic transfer risk assessments on recipient organisations and countries, with a view to minimising and protecting any personal data for either regular or one-off transfer instances.

If you would like more details about the safeguards that we rely on, please contact our Data Protection Administrator Jen Compton-Chalk.

Your rights

Under current UK law, data subjects have the right to ask for:

- access to, or a copy of, any information which we hold about you;
- rectification of any information about you that is inaccurate;
- information to be deleted if you consider that we no longer have the right to hold it;
- processing based on consent to cease (by withdrawing previously granted consent);
- marketing messages to cease (as described in the marketing sections of this statement);
- restrictions on some processing to be put in place (either temporarily or permanently, depending on the reasons for restricting and the lawful basis relied upon for processing);
- moving your automated data records to another service provider, in certain circumstances;
- a cessation of data being processed in certain circumstances (again, depending on the reasons for cessation and the lawful basis relied upon for processing).

Data Subject Access Requests

We would gladly assist in any data subject access requests free of charge. Any request for access to, or a copy of, your information will be checked and verified, to ensure we avoid identity theft or confusion; we will endeavour to respond within one month, unless we need additional time (as allowed by law) to process complex requests or to seek assistance from IT or legal specialists.

We aim to ensure that the information we hold about you is accurate at all times. To assist us in ensuring that your information is up to date, it would be helpful to keep us informed if any of your personal details change. You can let us know about any changes to your personal details by contacting us.

Data subject access requests can be emailed to info@mediasafety.co.uk to ensure action is promptly taken. We may ask for additional information to check your identity, and it may also prove useful to provide us with details of the specific information you require along with any relevant dates.

Data security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to

safeguard and secure the information we collect online.

Information you provide to us is stored on encrypted computers and stored on a secure cloud service, and we ensure all devices are protected with antivirus, regular software patches and updates, and accessible via multifactor authentication and secure password methods.

Data Retention

We will keep your information for as long as is needed to be able to provide the services to you, or (in the case of any contract you may have with us regarding services or an ongoing query) for as long as is necessary to provide support to you.

We may also keep hold of some of your information as required, even after we have provided services to you, if reasonably necessary or required to meet legal or regulatory requirements, resolve disputes, prevent fraud and abuse, or in order to enforce our Terms and Conditions.

We maintain a retention schedule that outlines industry standard and legal retention periods and make sound management decisions for retention where legal or statutory guidance is absent. These decisions are reviewed periodically with external professional data protection guidance.

Links to other websites

This Privacy Statement only applies to Media Safety Ltd. Where our website contains links to other websites such as the HSE, these entities will have their own Terms and Conditions and Privacy Policies that can be viewed on their respective websites.

How to contact us

Questions, comments and requests regarding this policy are welcomed and should be addressed to info@mediasafety.co.uk. For all other enquiries please contact Media Safety Ltd via the general channels. You can also send a letter by mail to our offices, at the address in the footer of this document.

If you have any concerns about our use of your information, you also have the right to make a complaint to the data protection regulator in your country. If you are a UK resident, this is the Information Commissioner's Office, which regulates and supervises the use of personal data in the UK, via their helpline on 0303 123 1113.

Changes to this Policy

Any changes we make to our Privacy Policy in the future will be posted on this page and, where appropriate, notified to you on our website. Please check back frequently to see any updates or changes to our policy.

This Privacy Policy was last updated on:

Date	Action	By
23/05/2018	First Draft v1	J Compton-Chalk
24/05/2018	Added in photo and video information v1	J Compton-Chalk
31/05/2018	Amended text following review v1	J Compton-Chalk
05/06/2018	Amended text following review v1	J Compton-Chalk
05/02/2024	Audited & contact email updated	J Compton-Chalk
05/02/2024	Reviewed and amended by DP Consultant	Sphere Data Protection
18/02/2024	Added reasonable adjustment data shared	J Compton-Chalk
18/02/2024	Reviewed and amended by DP Consultant	Sphere Data Protection