

Wickens Media Services Ltd

wickens media
transcription services



PRIVACY POLICY

Wickens Media Services Ltd (“We”) are committed to protecting and respecting your privacy.

This policy (together with our Terms and Conditions and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

The new General Data Protection Regulation (GDPR) guidelines which came in to effect on 25th May 2018, governs under what circumstances we are able to contact you (outside of any live work we undertake for you).

Personal Data we collect about you:

Your name, address and telephone number.

Electronic contact details e.g. your email address and mobile phone number(s).

Information relating to the work we undertake for you.

Your financial details so far as relevant to your instructions.

Information that you provide requesting further services.

If you contact us, we may keep a record of that correspondence.

This personal data is required to enable us to provide our services to you. If you do not provide personal data we ask for, it may delay or prevent us from providing services to you.

How your personal data is collected:

We collect most of this information from you. However, we may also collect information

- From a third party with your consent e.g.
- Your bank or building society, another financial institution or adviser.
- Consultants and other professionals we may engage in relation to the work we undertake for you.
- Your employer.
- Any other third parties you ask us to contact.

- Via our website – we use cookies on our website.

- Via our IT (Information technology) systems e.g. work management, document management and time recording systems, emails, SMS or instant messaging systems.



How and why we use your personal data:

Under data protection law, we can only use your personal data if we have a proper reason for doing so, e.g.:

- to comply with our legal and regulatory obligations;
- for the performance of our contract with you or to take steps at your request before entering into a contract;
- for our legitimate interests or those of a third party; or
- where you have given consent.
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A legitimate interest is when we have a business or commercial reason to use your information, so long as this is not overridden by your own rights and interests. The information below explains what we use (process) your personal data for:

- To provide you with information, products and services you request from us or which we feel may be of interest to you, where you have consented to be contacted for such purposes.
- To carry out our obligations arising from any contracts entered in to between you and us.
- To notify you about any changes to our service.
- To comply with our legal and regulatory obligations.
- To ensure the confidentiality of commercially sensitive information.
- Updating and enhancing client records.
- Statutory returns.
- Marketing our services to existing and former clients, third parties who have previously expressed an interest in our services and third parties with whom we have had no dealings.
- Credit reference checks via external credit reference agencies.
- External audits and quality checks i.e. business accreditation and the audit of our accounts.

Promotional communications:

We may use your personal data to send you updates (by email, text message, telephone or post), about transcription developments that might be of interest to you, price offers, turnarounds and service updates.

We have a legitimate interest in processing your personal data for promotional purposes (see above '**How and why we use your personal data**'). This means we do not usually need your consent to send you promotional communications. However, where consent is needed, we will ask for this consent separately and clearly.

We will always treat your personal data with the utmost respect and NEVER sell OR share it with other organisations for marketing purposes.



You have the right to opt out of receiving promotional communications at any time by:

- contacting us by email info:wickensmedia.co.uk

We may ask you to confirm or update your marketing preferences if you instruct us to provide further services in the future, or if there are changes in the law, regulation, or the structure of our business.

Disclosure of your information:

We may disclose your personal information to:

- Any member of our company in order to carry out your instructions.
- Other third parties where necessary to carry out your instructions.
- Credit reference agencies.
- Our insurers and brokers.
- External auditors i.e. in relation to business accreditations and the audit of our accounts.
- Our bank.
- External service suppliers, representatives and agents that we use to make our business more efficient e.g typing services, marketing agencies.

We only allow our service providers to handle your personal data if we are satisfied they take appropriate measures to protect your personal data. We also impose contractual obligations on service providers relating to ensure they can only use your personal data to provide services to us and to you.

We may also need to share some personal data with other parties, such as potential buyers of some or all of our business or during a re-structuring. The recipient of the information will be bound by confidentiality obligations.

Where your personal data is held:

Information may be held at our offices and those of our third party agencies, service providers, representatives and agents as described above (see '**Who we share your personal data with**').

How long your personal data will be kept:

We will keep your personal data after we have finished advising or acting for you. We will do so for one of these reasons:

- to respond to any questions, complaints or claims made by you or on your behalf;
- to show that we treated you fairly;
- to keep records required by law.

We will not retain your data for longer than necessary for the purposes set out in this policy. When it is no longer necessary to retain your personal data, we will delete or anonymise it.



Your rights:

You have the following rights:

- The right to ask us not to process your personal data for marketing purposes.
- The right to be provided with a copy of your personal data.
- The right to require us to correct any mistakes in your personal data.
- The right to require us to delete your personal data in certain circumstances.

If you would like to exercise any of these rights, please email, telephone or write to us.

Keeping your personal data secure:

We have appropriate security measures to prevent personal data from being accidentally lost, or used or accessed unlawfully. We limit access to your personal data to those who have a genuine business need to access it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

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

Changes to this Privacy Policy:

We may change this privacy policy from time to time, when we do we will inform you via email.

How to contact us:

Please contact us by post, email or telephone if you have any questions about this Privacy Policy or the information we hold about you. Our contact details are shown below:

Wickens Media Services Ltd Email: info@wickensmedia.co.uk Tel: 020 7250 6232
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