

# VIDEO SERVICE PRIVACY POLICY

## 1. Introduction

Kent-Teach ("we", "our", "us") is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and disclose information that we obtain about clients, including schools and their representatives ("you", "your") in connection with our video production services.

## 2. Information We Collect

We collect various types of information in connection with our services, including:

### Personal Information:

- Contact details (e.g., name, email address, phone number)
- School details (e.g., school name, address)
- Information about key staff members for interview purposes

### Project Information:

- Details regarding the video project (e.g., script, location)
- Permissions for filming locations and identifiable students

### Technical Information:

- Video footage, audio recordings, and related materials captured during production

## 3. How We Use Your Information

We use the information we collect for various purposes, including:

### Service Provision:

- To plan, produce, and deliver video content as per your requirements
- To communicate with you regarding project details and updates
- To provide customer support and address any inquiries or issues

### Marketing:

- With your consent, to use the produced video for marketing purposes
- To send you promotional materials and updates about our services (you can opt out at any time)

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## **Legal and Compliance:**

- To ensure compliance with legal obligations and industry standards
- To protect our rights, privacy, safety, or property, and/or that of you or others

## **4. Disclosure of Your Information**

We may share your information with third parties in the following circumstances:

### **Service Providers:**

- We may share information with third-party service providers who perform services on our behalf, such as Adobe and IT support

### **Legal Requirements:**

- We may disclose your information to comply with legal obligations or in response to lawful requests by public authorities

### **Business Transfers:**

- In the event of a merger, acquisition, or any form of sale of some or all of our assets, your information may be transferred as part of that transaction

## **5. Data Security**

We implement appropriate technical and organizational measures to protect the information we collect and store about you from unauthorized access, use, alteration, or destruction. However, no data transmission over the internet or data storage system can be guaranteed to be 100% secure.

## **6. Data Retention**

We retain your information for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law.

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## 7. Your Rights

You have certain rights regarding your information, including:

- The right to access the personal data we hold about you
- The right to request the correction of inaccurate personal data
- The right to request the deletion of your personal data
- The right to object to our processing of your personal data
- The right to withdraw your consent at any time (for marketing purposes)

To exercise these rights, please contact us using the details provided below.

## 8. Children's Privacy

Our services are intended for use by schools, and we do not knowingly collect personal information from children without appropriate consent. Schools are responsible for obtaining permission from parents or guardians for any identifiable students featured in the video.

## 9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. You will be informed about any changes via email with an updated revision date. We encourage you to review this Privacy Policy periodically to stay informed about how we are protecting your information.

## 10. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

### **Kent-Teach**

**Email:** support@kent-teach.co.uk

**Phone:** 0330 1249991

By engaging our services, you acknowledge that you have read, understood, and agreed to this Privacy Policy.