

Privacy Notice



Thank you for choosing the services of West Kingston Productions Ltd.
It is our absolute pleasure to be working with you!

Please take the time to read the following terms and conditions with regards to how we use your personal data.

The below questions are answered to be in line with our extensive 'Privacy Policy', which has been written to ensure that your information is collected and processed by us fairly and legally, and only stored where necessary. The full privacy policy is available on request.

Best regards,

A handwritten signature in black ink, appearing to read 'JMS', is placed above the name Jack Mitchell Smith.

Jack Mitchell Smith
Managing Director & Voluntary Data Protection Officer (DPO)

West Kingston Productions Ltd.

How do you collect my personal data?

We will ask for all of your details electronically where possible - i.e. an online form.

How do you store my personal data?

Your data will only ever be stored on our password protected equipment. Additionally, for ease of contact, telephone numbers may be stored on the company phone, e-mail addresses in the company's e-mail account and bank details (*only where necessary*) in the company's online banking account.

Any handwritten forms will be destroyed as soon as the information has been uploaded or the document scanned on to our password protected equipment.

How long will you keep my personal data?

Ordinarily we keep your personal details for no longer than six to twelve months following either receipt of payment for a service or - in the case of upfront payment - following mutual agreement that the work is complete. We reserve the right to hold onto details for longer than this if justified. For example, an ongoing financial dispute would require that we hold onto your details until this has been resolved.

Will you ever share my personal information?

Our company will not readily share your information with any third party, although it may be necessary for us to involve an external company to deliver the best service or product possible (*for example - a printing service for photographs*). All options will be discussed thoroughly with the client before proceeding.

It may be necessary for us to share agreement forms or invoices containing your details with our registered accountancy firm. In this case, only essential information will be shared and it will be done so using the most secure methods. Naturally, details on the forms will be kept in the strictest confidence.

What if I decline your services?

Personal details from calls or e-mails with general enquiries will not be logged, unless it is in your interest that we temporarily hold onto this (*for example, if we need to find out more information to assist you with an enquiry we may need to call you back*). If you accept our services following this, your details will be treated as above. If not, we may hold onto any recorded correspondence (*such as e-mails*) from you for a one to twelve month period.

What details will you require?

Naturally, we will need a minimum of one name and minimum of one form of contact (*e.g. telephone number / e-mail address*). However, we may ask for more information where necessary. Depending on what you are ordering and how we get the product to you, we may require an address, names of intended recipient(s) (*i.e. if your order is a personalised gift*), date of birth or age, date(s) of your own or intended recipient's significant event (*e.g. birthday / anniversary etc.*) and photographs for personalisation.

How do I give consent?

When you are asked to fill in a form for us, this privacy notice will be attached. By filling out and returning the form, you consent that you are happy for the company to store your information in keeping with the above protocol and in accordance with ICO and GDPR guidelines. You have a right to withdraw consent for us to hold your personal information at any time prior to completion of our work for you, although this may prevent us from being able to continue with our commitment.