

## TINOPOLIS WEBSITE AND CUSTOMER PRIVACY NOTICE

This Privacy Notice sets out how the Tinopolis Factual Group (we or us) collects and uses information about individuals who sign up to any of our websites or are otherwise customers of our companies (you).

For individuals who participate in or are otherwise involved in our productions including all contributors (being members of the public including adults and children who contribute to our programmes and content), interviewees, experts, presenters and voiceover artists, please see the relevant CONTRIBUTOR PRIVACY NOTICE as follows:

- for any Firecracker Films productions at <https://www.firecrackerfilms.com/contributor-privacy-policy/>
- for any Mentorn Media productions at <https://www.mentorn.tv/contributor-privacy-policy/>
- for any Pioneer Film and Television productions at <http://www.pioneertv.com/contributor-privacy-policy/>.

Please read this privacy notice carefully to understand how we will use your personal information.

If you have any questions or queries in relation to this privacy notice, you can contact our corporate Data Protection Manager via email at [dataprotection.enquiries@tinopolis.tv](mailto:dataprotection.enquiries@tinopolis.tv) or via post to The Data Protection Manager, Tinopolis Group, No 1 Smith's Square, 77-85 Fulham Palace Road, London W6 8JA.

### 1. About us

The Tinopolis Factual Group is made up of three production companies based in the UK: Firecracker Films Limited, Mentorn Media Limited and Pioneer Film and Television Productions Limited.

The Tinopolis Group is an international TV production and distribution group with businesses based in the UK and US and a portfolio spanning 13 content production companies across all genres – from big scale entertainment and award-winning factual to ground-breaking live sports coverage. It also includes international distributor, Passion Distribution.

### 2. Personal information we may collect about you

Depending on how you interact with us, we may collect the following information about you:

- **Information you give to us.** You may give us information about you by completing an online form, contacting us by phone or e-mail, contributing to one of our productions or otherwise interacting with us.

[More information about using our website services >>>](#)

If you participate in, access or sign up to any of our website services, activities or online content, such as casting applications, newsletters, competitions, live chats, message boards, web and mobile notifications, telephone or text us, book tickets for an event or create an account we will need to collect personal information about you. This is likely to include your name, email address, postal address and telephone or mobile number.

Please note that sometimes we will require you to provide additional personal information. When we do this we will provide further information about why we are collecting your information and how we will use it.

### **Freelance contractors**

We use freelance contractors in our work. We maintain a database containing information about contractors we have previously worked with. We use the database to contact contractors should future opportunities arise which we consider to be in our and your legitimate interests. If you are a contractor, your personal data will be added to that database and retained for a period of 3 years. During this time if your personal details change please contact us so that we may update your records. You can ask us to remove your personal data from this database at any time.

### **Job applicants**

If you apply for a role with us, we will ask you to send us your CV. We will keep a copy of your CV on our files for three years, so we can contact you should future opportunities arise which we consider to be in our and your legitimate interests. You can ask us to remove your personal data from our files at any time.

- **Information we receive from others.** We work closely with other organisations, particularly on our productions, and we may receive information about you from them.

For particular productions, we may carry out identity checks and background checks with others.

We sometimes receive CVs from talent management companies.

- **Information we automatically collect about you.** We automatically collect certain information when you visit one of our websites.

Please see our cookies policy at <http://www.tinopolis.com/cookie-policy/>

### **3. How we use your personal information**

We may obtain, store and use information about you so that you can enjoy and benefit from our services.

How we use your information depends on the reasons why we have collected it.

We may use information we hold about you in the following ways:

- to confirm your identity
- to produce our television programmes and other audio visual content
- to provide our services, activities or online content
- to provide you with information about our services and deal with your requests and enquiries
- to let you know about other relevant services, both ours and those of other parties whose products and services we have agreed should be made available to you (see section 4, below)
- to update and correct our customer records
- to carry out statistical and market analyses, including benchmarking exercises, to enable us to understand you better and improve our services
- to develop, test and improve our systems
- to ensure that the content of our websites are presented in the most effective manner for you and for your computer

- to administer our website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes

#### **4. Contacting you**

We may use your contact information to send you important information via letters, emails, text messages, or telephone. We may record telephone calls for security and training purposes.

We may also use the information we hold about you in order to provide you with information about goods or services we feel may interest you. This is known as 'direct marketing'.

We will only send you direct marketing communications by electronic means (e-mail or text message) where you have agreed to receive these, or where you are a previous customer and you have not opted-out of receiving marketing communications from us. If you do not want us to use your information in this way, please tick the relevant box situated on the form on which we collect your information.

If you have changed your mind about being contacted for marketing purposes, please contact us to update your preferences (see section 10 for details of how to do this).

#### **5. Sharing your information**

- We may share your information with other organisations such as:
- Other companies that are part of the Tinopolis Group (further details of which can be found in section 1 of this privacy notice)
- Other companies that may be involved in the specific production, such as the broadcaster and distributor
- Regulators, such as Ofcom

Sometimes we use third parties to process your information on our behalf, for example to provide us with services. We will only do so where we have appropriate contracts in place to ensure that your information remains secure.

We may also share your personal information to third parties in the following circumstances:

- If we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets
- If we or substantially all of our assets are acquired by a third party, in which case personal data held by us about our customers will be one of the transferred assets
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements; or to protect our rights, property, or safety of our customers, or others.

#### **6. Our legal basis for collecting, holding and using your information**

Data protection law requires us to tell you the reason for collecting, holding and using your information. There are various lawful bases (or 'conditions') which allow us to collect, hold and use your personal information:

- We will sometimes use your personal information based upon your consent. We will always tell you where this is the case and ask you to agree before we process your information. An example of using your personal information with your consent is when you have indicated that you wish to receive marketing communications from us.

- Where we have entered into a contract or contracts with you, we may need to use your information to fulfil the contract. An example of this is where you have agreed to be a contributor to one of our productions and we need to use your information as part of the contract.
- Where we are under a legal obligation which requires us to process your personal information. For example, we are required by OFCOM to retain certain information as part of the obligations placed on production companies.
- Finally, sometimes it is necessary to process your personal information for the purposes of our own legitimate interests. We will only do so where these interests are not overridden by your own interests and fundamental rights or the freedoms.

Data protection law recognises certain "special categories" of personal information, which is information revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic information, biometric information for uniquely identifying a person, information concerning health, and information concerning a person's sex life or sexual orientation. Information relating to criminal offences and convictions is treated in a similar way.

We will only collect and use special categories information where you have given us your explicit consent or where we have a legal obligation to do so. For instance, we have certain legal obligations which require us to record information about our contributors for equality monitoring purposes.

## **7. Security and storage of your personal information**

We will take steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Although we are based in the UK, the nature of our work means that we sometimes need to transfer information, including personal information, to other organisations based outside the UK. We may also need to transfer information to our staff, or those of our suppliers, operating outside the UK. For example, a production may be filmed outside the UK or relate to subject matter outside the UK. Where personal information is transferred outside the UK, we will ensure that the transfer meets the requirements of Chapter V of the UK GDPR. For example, transfers to EU countries will be made on the basis of adequacy regulations.

We will only keep your personal information for as long as we continue to need it.

## **8. Your rights**

You have the right to request from us access to your own personal information that we hold. This is sometimes known as a 'subject access request'.

You also have the right to ask us not to process your personal data for direct marketing purposes. We will tell you if we intend to use your data for this purpose or if we intend to disclose your information to any third party for this purpose. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data or by contacting us (see section 10, below).

You will have additional rights to request from us:

- That any inaccurate information we hold about you is corrected
- That your information is deleted
- That we stop using your personal information for certain purposes

- That your information is provided to you in a portable format
- That decisions about you are not made by wholly automated means

Many of the rights listed above are limited to certain defined circumstances and we may not be able to comply with your request. We will tell you if this is the case.

If you choose to make a request to us, we will aim to respond to you within one month. We will not charge a fee for dealing with your request.

If you are dissatisfied with how we are using your personal information or if you wish to complain about how we have handled a request, then please contact our corporate Data Protection Manager and we will try to resolve any issues you may have.

You also have the right to complain to the Information Commissioner's Office, which is the statutory regulator for data protection law. Details of how to complain to the ICO can be found at <https://ico.org.uk/concerns/>.

## **9. Changes to this privacy notice**

This privacy notice may be updated from time to time. The latest version will appear here on this page. We will notify you if we make any significant changes to this privacy notice or to the way will collect, hold and use your personal information.

## **10. Contacting us**

If you have any questions or queries in relation to this privacy notice, you can contact our corporate Data Protection Manager via email at [dataprotection.enquiries@tinopolis.tv](mailto:dataprotection.enquiries@tinopolis.tv) or via post to The Data Protection Manager, Tinopolis Group, No 1 Smith's Square, 77-85 Fulham Palace Road, London W6 8JA.

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