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## **Who we are**

In this Privacy Policy references to 'we' and 'us' are to KOTV Productions Ltd.

## **What information we collect and how**

The information we collect may include:

- (1) Any personal details you type in and submit, such as name, address, email address, etc.
- (2) Your IP address (this is your computer's individual identification number) which is automatically logged by our web server. This data is used to prevent spam and targeted attacks on our server. IP addresses are obtained for users who submit enquiries via the website in order to provide control to block spam IP Addresses from submitting future forms
- (3) Your preferences and use of email updates, recorded by emails we send you.
- (4) Session information stored in cookies, these do not include any personal information and are used to ensure the correct data is extracted from the database when using our interactive systems.
- (5) Under no circumstances will we hold sensitive payment details such as your card number, expiry date and security code. All transactions are handled using a secure server hosted by, Toolkit Website Ltd. For more information on Toolkit Website's privacy policy please refer to <http://www.toolkitwebsites.co.uk>.
- (6) Google Analytics and Adwords data which is used to improve our services by identifying the source of users visiting the website through organic or paid advertising campaigns. This data is not used to personally identify individuals.
- (7) We will not request usernames or passwords by email and will endeavour to redact credentials supplied to us in this way.

## **Useful Information:**

- (1) We recommend our clients use SSL certificates on their websites to ensure client data is encrypted and protected. Responsibility for implementing the SSL security option remains with our clients.
- (2) We will continue to retain business information on record for the provision of our products and services.

(3) All personal data stored in KOTV Productions is the responsibility of the client. KOTV Productions cannot be held responsible for the data and use of data within KOTV Productions.

## **What we do with your information**

Any personal information we collect from this website will be used in accordance with the Data Protection Act 1998, the General Data Protection Regulations (GDPR) and other applicable laws. The details we collect will be used:-

(1) To process your order, to provide after-sales service (we may pass your details to another organisation to supply/deliver products or services you have purchased and/or to provide after-sales service);

(2) To comply with legal requirements.

(3) If you have not purchased our services, we may occasionally contact you to follow-up on your enquiry. In such a case you will be offered the option to opt-out.

(4) KOTV Productions suppliers and their privacy policies are listed on our Website at <https://www.kotvproductions.com/contact-us>

## **Your rights**

(1) You can ask us to update or remove your personal information by emailing us or by writing to us at our customer services address in (2) below. However, please note that we may need to keep some personal data in order to process orders or to comply with customer service or after sale obligations.

(2) You also have the right to request a copy of any personal information we hold about you. To do this, simply write to us at the following address, enclosing a cheque for £30 payable to KOTV Productions to cover our administration costs:-

2<sup>nd</sup> Floor, Bramble House  
Furzehall Farm  
Wickham Road  
Fareham  
Hampshire  
PO16 7JH

## **Other Websites**

This privacy policy only covers this website. Any other websites which may be linked to by our website are subject to their own policy, which may differ from ours.

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