

# Privacy Policy

This privacy policy is for Copy & TV and copyandtv.com, which are run by Hovey Ltd.

Your privacy matters, so we'll only use your personal information to help us manage your account and provide you with the services you've requested from us.

This privacy policy explains what information we collect about you, how we will use this information, who it will be shared with and how it will be processed.

If you have any questions about it, please contact us through the 'Contact Us' page or by emailing [contact@copyandtv.com](mailto:contact@copyandtv.com)

## **The information we collect about you**

The details we collect through the website, over email, on the phone, and in other ways, may include:

1. Any personal details you knowingly share with us, like your name, email address, postal address, telephone number etc.
2. Your preferences and how you use our email updates (if you decide to get email updates on our products and offers).
3. Your IP address - a combination of numbers unique to your computer. We use this to see how you use our website.
4. Data the website records so we can recognise you and your preferred settings. This saves you from re-entering information when you come back to the site. It's recorded on your computer with cookies. Most browsers let you reject cookies, or warn you before downloading them. Check 'help' on your browser to find out how.
5. If you are helping us to deliver any of our services we may need to collect and keep personal information from you like your National Insurance Number, Date of Birth, Employment History and bank account details, as well as your name, postal address, email address, and phone number.
6. The information we collect about our clients is only what we need to deliver a contract. This is likely to be any information shared with us within a contract, such as contact details, address and financial information, for example, purchase order numbers.
7. As a business, we need to maintain HR records which could include contract details, sickness records and salary. We would only keep information we need to run the business.

## **Where your personal information comes from**

Copy & TV/Hovey Ltd only holds personal information that you have given us electronically, by post or by telephone.

We do not ask for or receive personal information about you from other organisations.

## **How we use your information**

Copy & TV/Hovey Ltd will use the information to help us fulfil the terms of a service such as delivering a consultancy assignment or creative service, or for the purposes of performing a contract. We may also use your personal information to keep in touch and let you know about other services we think may be of interest to you.

We will always ask for your permission to use your information for these purposes, and we will only share your information with interested third parties in order to fulfil the terms of a service such as delivering a consultancy assignment or creative service, or for the purposes of performing a contract.

Your information will only be processed by authorised staff in compliance with this policy. We will take all reasonable steps to make sure all information about you, whether electronic or hard-copy, is secure, accurate and up to date.

## **Marketing and contacting you**

Copy & TV/Hovey Ltd would like to send you information about other services which may be of interest to you, or to help you answer any questions you've asked. This includes sending you emails or email newsletters, but only if you've given us your permission to send you this information.

You have a right at any time to stop us from contacting you for marketing purposes or giving your information to other interested parties.

If you no longer wish to be contacted for marketing purposes, you can **unsubscribe here**.

## **External links and websites**

Although we try to make sure we only include safe and relevant external links, stay alert and be careful before you click on any link on this website. External links are clickable text, banner or image links to other websites.

We can't guarantee or verify the contents of any external links. If you click on external links, it's at your own risk and we're not liable for any damages caused by using them.

Occasionally we might share data with external websites. They'll have their own privacy policies, which may differ from ours. In rare circumstances, we might also share data with third parties outside the European Economic Area (EEA) who aren't covered by the European GDPR framework.

## **How long we keep your information**

We keep relevant personal information for 6 years after the end of our business relationship, for example, for an associate consultant this may be 6 years after the conclusion of a contract. For a client, this would be 6 years after the contract expires.

We will contact you every 2 years to ensure the information we hold is still relevant and accurate, and to remind you what services you are receiving from us.

It is our policy to safely destroy personal information once there is no longer a service to fulfil or business need, all reasonable steps will be taken to ensure information is securely destroyed using a qualified and accredited organisation.

### **Access to your information and correction**

You have the right to request a free copy of the information we hold about you. If you'd like a copy, please send us your contact details to [contact@copyandtv.com](mailto:contact@copyandtv.com) or write to us at

Warren House  
Merrion  
Pembrokeshire  
SA71 5HR

We will give you this information within 30 days of you asking us for it. We want to make sure your personal information is accurate and up to date, and you can ask us to correct or remove information you think isn't accurate. If you have any concerns, we'll do whatever we can to help - you can also contact the Information Commissioner's Office (ICO), the regulatory body for GDPR.

### **If you don't want us to use your information anymore**

You can withdraw your consent to Copy & TV/Hovey Ltd using your information at any time.

All you need to do is get in touch by emailing [contact@copyandtv.com](mailto:contact@copyandtv.com) or writing to us at

Warren House  
Merrion  
Pembrokeshire  
SA71 5HR

### **Privacy on our website**

This privacy policy also applies to any personal information we collect through our website [copyandtv.com](http://copyandtv.com)

### **Cookies**

Copy & TV/Hovey Ltd use cookies across the website to improve your experience when you visit it. This includes using a cookie-control system so you can choose whether or not to allow cookies the first time you visit. The cookies that are used on the website are detailed below:

Name	Host	Expires
__utma	.acuitynet.co.uk	On session
__utmb	.acuitynet.co.uk	30 minutes after session start
__utmc	.acuitynet.co.uk	At end of session
__utmt	.acuitynet.co.uk	10 minutes after session start
__utmz	.acuitynet.co.uk	6 months after session start
Hash	.www.acuitynet.co.uk	40 days after session start
PHPSESSID	www.acuitynet.co.uk	At end of session

\_\_UTM cookies are first party Google Analytics cookies. We use these so Google Analytics can store information on sessions such as, time of visit, whether the visitor is new to the site or has visited before and where the user was referred from. See the Google website for more information on how Google Analytics uses cookies.

You can remove cookies from your browser at any time by heading to the 'help' section of your browser.

### **Other websites**

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites, you should read their own privacy policies.

### **Changes to our privacy policy**

We keep our privacy policy under regular review, and we will place any updates on this web page. This privacy policy was last updated 8 June 2021.

If we make any material changes to our privacy policy that affect customer information we already have in our database, we'll tell all our customers about the change. If we're going to use your personal information differently to how we told you when we collected it, we'll let you know, and you can choose whether you agree to it. Please regularly check our privacy policy if you have any concerns about how we store your data.

### **If you have a complaint about the way we use your data**

Please tell us so we can help. You can do this by getting in touch using the details provided in the 'How to Contact Us' section of this privacy policy.

You can also contact the ICO at [ico.org.uk/concerns/](https://ico.org.uk/concerns/) - they're the regulatory body for GDPR.

### **Contacting us**

Please let us know if you have any questions about our privacy policy or the information we hold about you:

By email: [contact@copyandtv.com](mailto:contact@copyandtv.com)

Or write to: Warren House, Merrion, Pembrokeshire, SA71 5HR

### **Social media**

Anything we do through external social media follows the terms and conditions and the privacy policies of each social media platform.

You should use social media platforms wisely and be careful with your own privacy and personal details. We'll never ask for personal or sensitive information through social media. Email or write to us if you need to share any sensitive details with us.

This website may use social sharing buttons which help share web content directly from web pages to the social medias. It's your choice as to whether you use them, and the social media platform may track and save your request to share a web page through your social media account.

### **Shortened links in social media**

We may share web links through our social media, and some social media platforms automatically shorten lengthy URLs.

Always stay alert and be careful when you click any shortened URLs we publish on social media platforms. We try to make sure we only publish genuine URLs, but it's not always possible to get it right on social media. We're not liable for any damage caused by using shortened links.

*Last updated: June 2021*  
Hovey Ltd trading as Copy & TV