

OUR PRIVACY POLICY

This privacy notice tells you about the information we collect from you either through our website, newsletters or business dealings with you. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

WHO ARE WE?

We are Flipbook Ltd. Our address is 113-115 Portland Street, Manchester M1 6DW. You can contact us by post at the above address, by email at hello@flipbookstudio.co.uk or by telephone on +44 (0)161 2360346.

We are not required to have a data protection officer, so any enquiries about our use of your personal data should be addressed to the contact details above. Likewise, if you would like information about the data we hold for you or if you'd like to be removed from our records, then please use the contact details above.

WHAT INFORMATION DO WE COLLECT?

Anonymous Browsing

You can visit this site without telling us who you are or revealing any information about yourself, including your email address. In this case, our web server may collect the IP address you used to access the Internet and the website from which you came. This information is used by us to measure the number of visits, average time spent, page views, and other statistics about visitors to our site in general. We may also use this data to monitor site performance, for systems administration purposes and to make this site easier and more convenient to use.

This website uses cookies to better the users' experience. As required by legislation, where applicable this website uses a cookie control system, allowing the user to give explicit permission or to deny the use of /saving of cookies on their computer / device.

What are cookies? Cookies are small files saved to the user's computer hard drive that track, save and store information about the user's interactions with and usage of the website. This allows the website, through its server, to provide the users with a tailored experience.

Users are advised that if they wish to deny the use and saving of cookies from this website on to their computer's hard drive they should take necessary steps within their web browsers security settings to block all cookies from this website or use the cookie control system, if available upon their first visit.

Our website contains links to other websites many of which belong to our clients. Our privacy policy does not extend to these sites. Please contact those sites directly if you would like information on their privacy policies.

Personal Information Collection

There are times when we may ask you for, or you may choose to provide, information about yourself and your business to assist us in meeting your various needs. This information may be used for the purpose of providing you with products or services you have requested, servicing your account, improving our services, developing and/or informing you of additional products or services provided by Flipbook.

Almost all of the data we collect comes direct from you when you contact us or work with us. Occasionally your data may have been passed to us by a mutual friend or colleague who thinks we could work together or during a business meeting where one of our employees has exchanged contact details with you.

We never source our data from publicly available sources or third-party vendors or share any of your data with third parties.

Social Media (Features) and Widgets

Our Website includes Social Media Features, such as the Facebook Like button. These Features may collect your IP address, which page you are visiting on our site, and may set a cookie to enable the Feature to function properly. Social Media Features are hosted by a third party and your interactions with these Features are governed by the privacy policy of the company providing it which you can access via the below links.

[Twitter Privacy Policy](#)

[Facebook Privacy Policy](#)

[Google Privacy Policy](#)

[Linkedin Privacy Policy](#)

Analytics/Log Files

We gather certain information automatically and store it in log files. This information includes IP addresses and browser type.

We use this information, which does not identify individual users, to analyse trends, administer the site, track user movements around the site, and gather demographic information about our user base as a whole.

Children

Access to this site is reserved to adults only, i.e. individuals who are considered major in the jurisdiction from which this site is accessed and no portion of this site is directed at children nor are they encouraged to visit this site.

Please note that we do not knowingly solicit information from children and we do not knowingly market our products and services to children.

Script Submissions & Unsolicited Materials

We do not accept, read, consider or review, any Unsolicited Materials – literary, dramatic, musical or artistic works of any kind including but not limited to ideas, concepts, stories, characters, screenplays, teleplays, synopses, treatments, artwork, drawings, designs, musical compositions, software programs, video or audio reels, or any similar works.

Any Unsolicited Materials received by Flipbook are deemed non-confidential and Flipbook assumes no liability, obligation or responsibility of any nature whatsoever in respect of them. We ask that you not send us any Unsolicited Materials. The purpose of this policy is to avoid potential misunderstandings or disputes where Flipbook's existing audio-visual projects or other proprietary works might bear similarities to materials submitted to Flipbook.

WHAT LEGAL BASIS ARE WE RELYING ON TO PROCESS YOUR PERSONAL DATA?

Some of the data we collect comes under legal obligation, we are required to have names and addresses for invoicing purposes and to undertake normal business activities. Some of the data we collect is given by consent, this includes any personal data you have given to us in the course of normal business activity which we need to contact you about projects and office hours.

Where we have been contacted by you regarding potential work we rely on legitimate interest to keep your data on record. You have expressed an interest in working with us and may like to be informed about other projects we are working on which may be relevant to you.

WHAT PERSONAL DATA DO WE COLLECT?

We keep a small amount of information about all our clients both current and past and those who have made enquiries about working with us. This usually includes:

- Name
- Address (for invoicing purposes)
- Email Address
- Telephone Numbers

If you're a supplier to Flipbook or an employee then we will also keep your bank details (account number, sort code) in addition to the above data.

WHY DO WE COLLECT THIS DATA?

If you're a client or someone who has expressed an interest in working with us, we need to be able to get hold of you to discuss work/potential work and send invoices. We also use your information to send you emails about ongoing productions or other work that you may be interested in and that is relevant to you.

If you're an employee or supplier, then this data is also used for the purpose of settling invoices you send to us or paying salaries.

DO WE SHARE YOUR DATA?

Your data is only ever shared with your consent where it is necessary to carry out business services. In rare circumstances we might pass your email address to one of our suppliers who can handle any problems while we are out of the office. We will always ask for your permission.

HOW LONG DO WE KEEP YOUR DATA

Your data is kept by us indefinitely as many of our clients work with us for years, many also return to us after a break and it is helpful to have your details on record. This information is also often held within our accounts (invoices and quotes) which we are required to keep for accounting purposes.

SECURITY OF YOUR PERSONAL DATA

Your personal data may be stored in any of the following locations:

- On our personal office computers or password protected server
These are password protected with only senior management having access to them.
- On our personal mobile devices
These are password protected with only senior management having access to them
- Within our ECRM system Campaign Monitor
Details on their security measures can be found here <https://www.campaignmonitor.com/trust/security/>
- Online banking where the responsibility of the security of this data resides with the bank.
- On our accounting software Xero. Details on their security measures can be found here: <https://www.xero.com/uk/why-xero/benefits/security/>

In the unlikely event of any data breaches these will be reported to you as soon as we are aware of them.

ACCURACY OF PERSONAL INFORMATION

We make reasonable efforts to keep any personal data in our possession or control, which is used on an ongoing basis, accurate, complete, current and relevant, based on the most recent information available to us.

It is the responsibility of each individual to ensure that the personal data relating to them is accurate, complete and current.

ACCESS TO PERSONAL INFORMATION

To request access to Personal Information that we hold about you, we require that you submit your request in writing at the e-mail address above. We will endeavour to provide your requested personal data within 30 days of receiving your access request. If we cannot fulfil your request, we will provide you with a written explanation of why we had to deny your access request.

YOUR RIGHTS AS A DATA SUBJECT

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate. If we have asked for your consent to process your personal data, you may withdraw that consent at any time.

If we are processing your personal data for reasons of consent or to fulfil a contract, you can ask us to give you a copy of the information in a machine-readable format so that you can transfer it to another provider.

If we are processing your personal data for reasons of consent or legitimate interest, you can request that your data be erased.

You have the right to ask us to stop using your information for a period of time if you believe we are not doing so lawfully.

To submit a request regarding your personal data by email, post or telephone, please use the contact information provided above.

YOUR RIGHT TO BE FORGOTTEN

You have the right for your data to be removed from our records at any time however some information may need to be retained for accounting purposes e.g. Names and addresses of businesses on invoices.

If you wish to unsubscribe from emails sent out from our ECRM system you can do this at any time by contacting us via the email address above or clicking unsubscribe at the bottom of the emails.

YOUR RIGHT TO COMPLAIN

If you have a complaint about our use of your information, we would prefer you to contact us directly (via the above details) in the first instance so that we can address your complaint. However, you can also contact the Information Commissioner's Office via their website at www.ico.org.uk/concerns or write to them at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

UPDATES TO THIS PRIVACY POLICY

We regularly review and, if appropriate, update this privacy policy from time to time, and as our services and use of personal data evolves. If we want to make use of your personal data in a way that we haven't previously identified, we will contact you to provide information about this and, if necessary, to ask for your consent.

We will update the version number and date of this document each time it is changed.

WHAT ARE THE POTENTIAL RISKS OF DATA BREACHES?

Risks would be limited to misuse of the data types stated above. We do not keep financial information such as credit/debit card details, pin numbers or any medical information.

WHAT DO WE DO TO MINIMISE THESE RISKS? WHAT SECURITY MEASURES DO WE HAVE IN PLACE.

- Our personal devices and computers are password-protected.
- Our website has up-to-date security processes in place to prevent hacking.
- Where possible, temporary data is deleted once it has been transferred.
- The wireless internet connection in our office is encrypted.
- If any passwords are compromised, they are updated without undue delay.

WHAT WOULD WE DO IN THE EVENT OF ANY DATA BREACH?

As soon as we become aware of a data breach, every action will be taken to mitigate any data misuse and prevent any similar breached occurring. We will also notify the affected parties as soon as we are made aware of the breach.