

Privacy Policy

Who we are

Dave Harwood from Dave Harwood Wedding Videography

1 Lochinch Close Blackpool FY4 5NR

Our website address is: <http://www.daveharwoodvideo.co.uk> Email: daveharwoodvideo@live.co.uk

What personal data we collect and why we collect it

We will collect data before, during and after you book and use any of our services. This includes things like:

- Names, Addresses and Contact Information of the person(s) placing an order with us.
- Names, Addresses and Contact Information of the person(s) using our services.
- Details and notes taken relevant to the service provided to help us perform our work.

If you e-mail us or send us messages via social media, these messages are stored within our email system or social media accounts. These messages are stored for as long as practicable to allow us to provide you with better future services.

How it is collected

Most of our data is collected directly from you. For example, if you fill out a form for us online, or tell us face to face, via the telephone, via e-mail or message.

Most of the data we collect is solely for providing you with a service you have ordered or had ordered.

Any other uses for your data are intended to help provide you with a better customer service experience.

We are also required by law to collect and store certain information relating to any order you place with us.

Who we share your data with

We take your privacy very seriously. We do not sell your data to third party organisations. There are a few instances where some of your data may be shared with third parties to allow us to provide our services to you. This is generally limited to; Other (primarily wedding) suppliers (i.e. photographer) who are also providing a service to you, – Delivery and Postage Service Providers to allow us to send you documentation and orders you have placed. (Information shared includes Name, Address and in some case e-mail address / mobile number)

– Law Enforcement and Legal Requirements – we will provide data to law enforcement agencies if issued with a court order to do so.

How long we retain your data

Most data we collect is retained indefinitely. This is to allow us to provide a better service to you as a customer in the event that you contact us again in the future.

If you leave a testimonial comment on my social media page or email me a testimonial comment, this may be copied and pasted onto my website for advertising. The comment and its metadata are retained indefinitely.

We are also legally obliged to store some data for a minimum amount of time, for example sale order records, payment records etc.

What rights you have over your data

You may request a copy of any data we store about you

You can also request that we erase any personal data we hold about you. This does not include any data we are obliged to keep for administrative, legal, or security purposes.

If you have any further questions about data we hold about you, please feel free to contact us.

How this will affect you

We collect, store and process your data in such a way that should have no negative effect on you as an individual. However, if you would like any clarification, please contact us directly.