

Privacy Policy

Welcome to FinalFrame Films our website at www.finalframefilms.com. We thank you for your interest in our website and services. In this Privacy Policy we explain how we, FinalFrame Films, use, store and handle your personal data when you visit our website. We process your personal data in line with this Privacy Policy and in accordance with the UK's Data Protection Act and the General Data Protection Regulation (collectively the "GDPR").

Name and contact details of the responsible person

In accordance with the GDPR the data controller is

FinalFrame Films LTD
34 Crescent Road, Sidcup, Kent, United Kingdom, DA15 7HW
Company number 13346247

Tel: 07807894677

E-mail: olli@finalframefilms.com

Web: www.finalframefilms.com

Instagram: <https://www.instagram.com/finalframefilms/>

Facebook: <https://www.facebook.com/FinalFrameFilms>

Principles

FinalFrame Films processes personal data in order to better understand the needs of its customers and thus to be able to improve its services. Personal data will only be used in the specific context of your customer relationship with FinalFrame Films to the extent permitted by law or on the basis of your prior express consent.

Legal basis for the processing of personal data

Insofar as we obtain the consent of the data subject for processing operations involving personal data, Article 6 (1) (a) of the GDPR serves as the legal basis.

When processing personal data that is necessary for the performance of a contract to which the data subject is a party, Art. 6 (1) (b) GDPR serves as the legal basis. This also applies to processing operations that are necessary for the performance of pre-contractual measures.

Insofar as processing of personal data is necessary for compliance with a legal obligation to which our company is subject, Art. 6 (1) lit. c GDPR serves as the legal basis.

In the event that vital interests of the data subject or another natural person make processing of personal data necessary, Art. 6 (1) (d) GDPR serves as the legal basis.

If the processing is necessary to protect a legitimate interest of our company or a third party and the interests, fundamental rights and freedoms of the data subject do not override the former interest, Art. 6 (1) lit. f GDPR serves as the legal basis for the processing.

General technical organisational measures

FinalFrame Films has taken a variety of security measures to protect personal information to an appropriate extent and adequately. All information held by FinalFrame Films is protected by physical, technical, and procedural measures that limit access to the information to specifically authorised persons in accordance with this Privacy Policy.

The FinalFrame Films website is behind a software firewall to prevent access from other networks connected to the Internet. In addition, only employees who need the information to perform a specific job are granted access to personally identifiable information. These employees are trained in security and privacy practices and treat your information confidentially.

Secure transfer of your data.

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In order to best protect the data, we store against accidental or intentional manipulation, loss, destruction or access by unauthorised persons, we use appropriate technical and organisational security measures. The security levels are continuously reviewed in cooperation with security experts and adapted to new security standards.

The exchange of data to and from our website is always encrypted. We offer HTTPS as the transmission protocol for our website, in each case using the current encryption protocols.

In addition, we offer our users content encryption as part of the contact forms and for applications. The decryption of this data is only possible for us. In addition, there is the option of using alternative communication channels (e.g., the postal service).

Data processing in the context of our service provision

The protection of your data is particularly important to us in the performance of our services. We therefore only want to process as much personal data (for example, your name, address, e-mail address or telephone number) as is absolutely necessary. Nevertheless, we rely on the processing of certain personal data, in order to fulfil our contractual obligations to you or to carry out pre-contractual measures. This processing of personal data, will always be carried out in accordance with applicable data protection laws.

Administration, financial accounting, office organisation, contact management.

We process data in the context of administrative tasks as well as organisation of our operations, financial accounting and compliance with legal obligations, such as archiving. In this regard, we process the same data that we process in the course of providing our contractual services. The processing bases are Article 6 (1) (c) GDPR, Article 6 (1) (f) GDPR. Customers, interested parties, business partners and website visitors are affected by the processing. The purpose and our interest in the processing lies in the administration, financial accounting, office organisation, archiving of data, i.e., tasks that serve the maintenance of our business activities, performance of our tasks and provision of our services. The deletion of data with regard to contractual services and contractual communication corresponds to the data mentioned in these processing activities.

In this context, we disclose or transfer data to the tax authorities, consultants, such as tax advisors or auditors, as well as other fee offices and payment service providers.

Furthermore, based on our business interests, we store information on suppliers, event organisers and other business partners, e.g., for the purpose of contacting them at a later date. This data, most of which is company-related, is generally stored permanently.

Information in the context of the use of the website

In principle, it is possible to use the FinalFrame Films website without providing personal data. When a page of our website is accessed and each time a file is retrieved, access data about this process is stored in a log file. The corresponding log file contains: Your IP address, the page from which the file was requested, the name of the file, the date and time of the request, the amount of data transferred, the access status (file transferred, file not found, etc.), a description of the type of operating system and web browser used. The stored data does not allow any conclusions to be drawn about your identity and is evaluated exclusively for statistical purposes.

The collection and processing of this data is carried out in order to enable the use of the website at all, on the basis of Art. 6 para. 1 p. 1 f) GDPR, whereby our legitimate interest is the provision of our website. Incidentally, we store this aforementioned data, including the IP addresses, only in anonymised form and use it only in this anonymised form to analyse the use of the offer and the further development and optimisation of our website in your interest, also on the basis of Art. 6 para. 1 p. 1 f) GDPR. Our legitimate interest is the ongoing improvement of our online offer in order to provide you with the greatest possible user comfort.

Life Chat

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On this website, anonymized data is collected and stored using technologies provided by Ascend by Wix, for the purpose of web analytics and to operate the live chat system used to respond to live support requests. Usage profiles can be created from this anonymized data under a pseudonym. Insofar as the information collected in this way has a personal reference, the processing is carried out in accordance with our legitimate interest in effective customer service and the statistical analysis of user behavior for optimization purposes. The legal basis for this data processing is your consent pursuant to Art. 6 para. 1 lit. a GDPR.

Schedule a Call (Appointments via calendly)

We use the tool calendly to make appointments easily, quickly and without complications. We use calendly to improve our service for existing and new clients. This constitutes a legitimate interest within the meaning of Art. 6 Para. 1 lit. f GDPR.

When using the tool, you will be asked to provide personal data such as your name, email address and telephone number. You also have the opportunity to present your request and provide us with further information. If you use the tool, your details from the enquiry form, including the information you provide there, will be saved and, of course, transmitted on the Internet. The data entered is processed exclusively on the basis of your consent (Art. 6 para. 1 lit. a GDPR).

Contact form

If you use the contact form to send us general enquiries, request a quote for a specific service, your details from the enquiry form, including the contact details you provide there, will be stored and used by us to fulfil the purpose associated with the transmission, e.g., to process your enquiry, to prepare the desired quote and in each case for the event of follow-up questions.

The basis for this storage and use of your personal data is your consent in accordance with Art. 6 para. 1 lit. a GDPR, which you give us separately before sending the contact form. Insofar as you provide us with your personal data for the purpose of responding to your questions or preparing a quotation, the entry of personal data is required within the meaning of Art. 13 (2) e) GDPR. Without this information, we cannot process your request.

You have the right to revoke your consent to the data processing described above at any time with effect for the future. In this case, we will no longer process your data. Your personal data will be deleted even without your revocation in any case if we have processed your request or if the storage is inadmissible for other legal reasons.

Contacting Us

If you contact us, your details including the contact details you provide, will be stored and used by us to fulfil the purpose associated with the transmission, e.g., to process your enquiry, to answer your questions or to prepare follow-up questions.

The basis for this storage and use of your personal data is your consent in accordance with Art. 6 para. 1 lit. a GDPR, which you give us separately before sending the contact form. Insofar as you provide us with your personal data for the purpose of responding to your questions, the entry of personal data is required within the meaning of Art. 13 (2) e) GDPR. Without this information, we cannot process your request.

You have the right to revoke your consent to the data processing described above at any time with effect for the future. In this case, we will no longer process your data. Your personal data will be deleted even without your revocation in any case if we have processed your request or if the storage is inadmissible for other legal reasons.

Cookies

During the use of our website, so-called "cookies", small text files, are stored on your computer. Such cookies register information about your computer's navigation on our website (pages selected, day, time and duration of use, etc.). A cookie is downloaded via a browser the first time you visit a

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website. The next time you visit this website with the same device, the browser checks whether a corresponding cookie is present (i.e., contains the website name). It sends the data stored in the cookie back to the website. Some cookies are important for the website's functionality and are automatically activated by us when a user visits. Our website also uses cookies to make it easier to use and to provide you with content tailored to your information needs.

You cannot be personally identified from any of the information we collect. The use of the cookies we use is necessary in order to be able to provide the online offer of FinalFrame Films at all and, moreover, to be able to optimise it on an ongoing basis. The data processing in this context is therefore based on Art. 6 para. 1 p. 1 f) GDPR. Our legitimate interest is to provide visitors to our website with a functioning online service and to make visiting and using the website as pleasant and efficient as possible.

For further information on cookies in general, please visit www.allaboutcookies.org and for further details on the cookies we use, please refer to our Cookie Policy.

Storage period and deletion

We store your personal data for as long as is necessary to fulfil the intended purpose (e.g., contract fulfilment, answering your enquiries) or for as long as legal retention periods make storage necessary. As long as legal storage obligations, such as tax and commercial law regulations, or other justified reasons within the meaning of Art. 17 (3) of the GDPR prevent the deletion of your personal data, we will restrict the processing of your data; your data will then be deleted in accordance with the legal regulations.

Transfer of personal data

FinalFrame Films will not sell, rent or otherwise transfer your personal data to third parties. We will transfer your data to third parties if you have consented to this in accordance with Art. 6 para. 1 p. 1 a) GDPR, or in the following cases:

Contractors: FinalFrame Films may engage other companies and individuals in certain cases to fulfil its obligations to its customers on its behalf. This may involve sharing your data with these third parties in order to provide products or services to you. Examples include customer service, payment data processing and marketing support. In these cases, data is transferred to such service providers and contractors (such as payment service providers, advertising providers, technical service providers) for the purpose of fulfilling the contract in accordance with Art. 6 para. 1 p. 1 b) GDPR.

It goes without saying that **FinalFrame Films** ensures that the respective service provider guarantees data security before passing on personal data. FinalFrame Films will therefore only commission companies that can guarantee secure and proper data processing based on their qualifications and their technical and organisational capabilities.

Market Research

All your data collected on the FinalFrame Films website for the purpose of market research will be used exclusively for FinalFrame Films internal purposes and will not be passed on to third parties. They will be deleted when their knowledge is no longer necessary for market research.

Data processing due to legal requirements / protection against misuse / rights of third parties

FinalFrame Films is entitled to process your personal data insofar as this is necessary to fulfil legal obligations. For this purpose, FinalFrame Films may transfer this data in particular to authorities, law enforcement agencies and courts. In this case, the transfer of your data is required by Art. 6 para. 1 p. 1 c) GDPR for compliance with a legal obligation to which we are subject. FinalFrame Films is further entitled to process personal data if and to the extent necessary to detect or prevent misuse of this website or to enforce claims of FinalFrame Films, its employees or users, whereby the data processing in these cases is necessary to protect these aforementioned legitimate interests of FinalFrame Films pursuant to Art. 6 para. 1 p. 1 f) GDPR. Insofar as the disclosure of health data is

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necessary for the assertion of claims or the defence against claims, the related data processing is based on Art. 9 (2) f) GDPR.

Your personal data will not be transferred to countries outside the EEA, with the exception of the transfer of information generated by the cookie.

Automated decision-making

Automated decision-making including profiling pursuant to Art. 22 (1) and (4) GDPR does not take place on the part of FinalFrame Films.

Direct marketing in the context of a customer relationship

We use the data you provide to fulfil and process our contract and to respond to your enquiries in accordance with Art. 6 para. 1 p. 1 b) GDPR or on the basis of your consent in accordance with Art. 6 para. 1 p. 1 a) GDPR. Insofar as you have also given us separate consent to process your data for consulting, quotation and advertising purposes, FinalFrame Films is entitled to contact you for these purposes via the communication channels you have ticked in this consent.

The Supervisory Authority

The Information Commissioner's Office (ICO) in the UK is the for us relevant authority in matters of data protection. You have the right to make a complaint at any time to the ICO (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

Your rights as a data subject

You have the right to free information about the data stored about you at any time. In addition, you have the right to correct incorrect data, if necessary to delete your personal data and to restrict data processing.

If the basis for the data processing is Art. 6 para. 1 p. 1 f) GDPR (safeguarding legitimate interests), you have the right to object to the processing of your personal data at any time in accordance with Art. 21 GDPR, provided that there are grounds for doing so which arise from your particular situation, or if the objection is directed against data processing for direct marketing purposes. In the latter case, you have a general right of objection, which will be implemented by us without giving reasons arising from your particular situation (Art. 21 (2) GDPR). If you object on grounds arising from your particular situation, we will no longer process your personal data unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms, or the processing serves to assert, exercise or defend legal claims (Art. 21 (1) GDPR).

Insofar as you provide us with personal data and we process this data on the basis of your consent, you may freely revoke the corresponding consent at any time with effect for the future.

If you provide us with data relating to you and we process this data on the basis of your consent or for the performance of a contract, you may also demand that we provide you with this data in a structured, common and machine-readable format or that we transfer this data to another controller, insofar as this is technically possible (so-called right to data portability).

In addition, you have the right to lodge a complaint with a supervisory authority if you are of the opinion that the data processing by us violates legal regulations.

In order to assert your rights listed here, as well as for further questions on the subject of processing of your personal data, you can contact us at any time using the contact details provided above.

When you send a data subject access request

The legal basis for the processing of your personal data in the context of handling your data subject access request is our legal obligation and the legal basis for the subsequent documentation of the data subject access request is both our legitimate interest and our legal obligation.

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The purpose of processing your personal data in the context of processing data when you send a data subject access request is to respond to your request. The subsequent documentation of the data subject access request serves to fulfil the legally required accountability.

Your personal data will be deleted as soon as they are no longer required to achieve the purpose for which they were collected. In the case of the processing of a data subject access request, this is three years after the end of the respective process.

You have the possibility at any time to object to the processing of your personal data in the context of the processing of a data subject access request for the future. In this case, however, we will not be able to further process your request. The documentation of the legally compliant processing of the respective data subject access request is mandatory. Consequently, there is no possibility for you to object.

Legal defence and enforcement of our rights

The legal basis for the processing of your personal data in the context of legal defence and enforcement of our rights is our legitimate interest.

The purpose of processing your personal data in the context of legal defence and enforcement of our rights is the defence against unjustified claims and the legal enforcement and assertion of claims and rights. Your personal data will be deleted as soon as they are no longer necessary to achieve the purpose for which they were collected.

The processing of your personal data in the context of legal defence and enforcement is mandatory for legal defence and enforcement of our rights. Consequently, there is no possibility for you to object.

SSL encryption

To protect the security of your data during transmission, we use state-of-the-art encryption procedures (e.g., SSL) via HTTPS.

Social Media

The data you enter on our social media pages, such as comments, videos, pictures, likes, public messages, etc. are published by the social media platform and are not used or processed by us for any other purpose at any time. We only reserve the right to delete content if this should be necessary. Where applicable, we share your content on our site if this is a function of the social media platform and communicate with you via the social media platform. The legal basis is our legitimate interest. The data processing is carried out in the interest of our public relations and communication.

If you wish to object to certain data processing over which we have an influence, please contact us. We will then examine your objection. If you send us a request on the social media platform, we may also refer you to other secure communication channels that guarantee confidentiality, depending on the response required. You always have the option of sending us confidential enquiries to our address stated in the imprint.

As already stated, where the social media platform provider gives us the opportunity, we take care to design our social media pages to be as data protection compliant as possible. With regard to statistics that the provider of the social media platform makes available to us, we can only influence these to a limited extent and cannot switch them off. However, we make sure that no additional optional statistics are made available to us.

Meta (Instagram and Facebook)

FinalFrame Films uses the technical platform and services of Instagram and Facebook. We would like to point out that you use our Instagram and Facebook page and its functions on your own responsibility. This applies in particular to the use of the interactive functions (e.g., commenting, sharing, rating). Alternatively, you can also access parts of the information offered via our website.

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When you visit our Instagram and Facebook page, Instagram and Facebook and the associated company Meta collect, among other things, your IP address and other information that is stored on your device in the form of cookies. This information is used to provide us, as operators of the Instagram and Facebook pages, with statistical information about the use of the Instagram and/or Facebook page.

As long as you are logged into your Instagram and/or Facebook account and visit our Instagram and/or Facebook profile, Instagram and/or Facebook can associate this with your Instagram and/or Facebook profile. We expressly point out that Instagram and/or Facebook and Meta store the data of its users (e.g., personal information, IP address, etc.) and may also use this for business purposes. You can find more information on Instagram and/or Facebook's data processing in Instagram and/or Facebook's privacy policy.

We have no influence on the data collection and further processing by Instagram and/or Facebook. Furthermore, it is not apparent to us to what extent, at which location and for how long the data is stored, to what extent Instagram and/or Facebook and Meta comply with existing deletion obligations, what evaluations and links are made with the data and to whom the data is passed on. If you would like to avoid Instagram and/or Facebook and Meta processing personal data that you have transmitted to us, please contact us by other means.

The data collected about you in this context is processed by Meta and may be transferred to countries outside the EEA. Instagram and/or Facebook/Meta describes in general terms in its data usage guidelines what information Instagram and/or Facebook/Meta receives and how it is used. There you will also find information on how to contact Meta and on the setting options for advertisements. The data usage guidelines are available [here](#).

In which way Instagram and/or Facebook & Meta use the data from the visit of Instagram and/or Facebook pages for their own purposes, to what extent activities on the Instagram and/or Facebook and Meta page are assigned to individual users, how long Instagram and/or Facebook & Meta store this data and whether data from a visit to the Instagram and/or Facebook page is passed on to third parties, is not conclusively and clearly stated by Instagram and/or Facebook & Meta and is not known to us.

Data processing by the operator of the social media platform

The operator of the social media platform uses web tracking methods. The web tracking can also take place regardless of whether you are logged in or registered with the social media platform. As already explained, we can unfortunately hardly influence the web tracking methods of the social media platform. We cannot, for example, switch this off.

Please be aware: It cannot be ruled out that the provider of the social media platform uses your profile and behavioural data, for example to evaluate your habits, personal relationships, preferences, etc. We have no influence on this. In this respect, we have no influence on the processing of your data by the provider of the social media platform.

Scope of this privacy policy

This privacy policy only applies to the content on the FinalFrame Films website and the data processing on the servers we use. It does not cover such content and websites of third parties to which our offer merely links. The processing of your personal data via such websites is carried out by the respective provider of the website without us having any influence on this processing. For information on the handling and protection of your personal data on these websites, please refer to the privacy policy of the respective website.

Changes to this privacy policy

FinalFrame Films will review and revise this privacy policy from time to time as appropriate, for example, due to new technical developments or changes in case law or in our business operations.

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Therefore, we recommend that you review this Privacy Policy from time to time to ensure that you are aware of how FinalFrame Films collects, processes and uses data.

Further Information

If you have any questions regarding our privacy policy, please contact us.