

## **MY PRODUCTION SERVICES – PRIVACY NOTICE**

**Last updated 16<sup>th</sup> June 2020.**

This Privacy Notice describes how we collect and process your personal information through My Production websites, devices, products, services online, and applications that reference this Privacy Notice (together "MY Production Services").

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### **Who are the controllers of personal information?**

MY Production Limited, Registered in England and Wales, company number 06617630. Email [info@myproduction.co.uk](mailto:info@myproduction.co.uk). Our address is not listed here for privacy reasons as we are a private limited company. If you require these details and further proof of our business, please contact [info@myproduction.co.uk](mailto:info@myproduction.co.uk)

### **What personal information does MY Production collect from customers?**

We collect your personal information in order to fulfil video purchasing and rental orders from our Streaming Platform ("MY Spotlight Independent VOD", "MY Production", "Streaming Platform", "MY Spotlight Independent").

Here are the types of information we gather:

- **Information You Give Us:** we receive and store any information you provide in relation to MY Production Services. You can choose not to provide certain information but then you might not be able to take advantage of other new MY Production Services.
- **Automatic Information:** we automatically receive and store certain types of information when you use MY Production Services, such as information about your use, including your interaction with content and services available through MY Production Services. Like many websites, we may use cookies and other unique identifiers and we obtain certain types of information when your web browser or device accesses MY Production Services and other content served by or on behalf of MY Production on other websites.

### **What are the reasons for MY Production processing your personal information?**

***We process your personal information to operate, provide, and improve the MY Production Services that we offer our customers. These purposes include:***

- **Rental and Purchase of videos from our Streaming Platform.** We use your personal information for processing payments and to communicate with you about orders.
- **Provide, troubleshoot, and improve MY Production Services.** We use your personal information to provide functionality, analyse performance, fix errors, and improve usability and effectiveness of the MY Production Service.
- **Recommendations and personalisation.** We use your personal information to recommend features, products, and services that might be of interest to you, identify your preferences, and personalise your experience with My Production Services.
- **Communicate with you.** We use your personal information to communicate with you in relation to MY Production Services via different channels (e.g., by phone, email, chat).
- **Fraud Prevention and Credit Risks.** We process personal information securely and it is never shared with anyone outside of MY Production Services.
- **Purposes for which we seek your consent.** We may ask for your consent to process your personal information for a specific purpose that we communicate to you. When you consent to our processing your personal information for a specified purpose, you may withdraw your consent at any time and we will stop processing of your data for that purpose.

## How about Cookies?

To enable our systems to recognise your browser or device and to provide MY Production Services to you, we may use cookies.

### Does MY Production share your personal information?

- We do not share any of your data with anyone else. Once you purchase or rent a video from our services, your personal data will sit securely in our system and is never extracted from the server for any other use other than those listed in this policy.

### Is the information about me secure?

We manage a secure system with your security and privacy in mind.

- The MY Production checkout process is secured by HTTPS / SSL technology.
- SSL (Secure Sockets Layer) is the standard security technology for establishing an encrypted link between a web browser and a browser. The link ensures that all data passed between the web server and browsers remain private and secure.
- SSL is the industry standard and is used by millions of websites in the protection of their online transactions with their customers.
- Additionally, MY Production only works with payment solutions which offer the highest level of security (PCI DDS Level 1).
- For more information about how payment information is encrypted and secured, you can contact your specified payment solution.

### Can I access my information and if so, what exactly?

You can access your information, including your name, address, payment options, profile information, purchases and any other activity upon signing up or purchasing/renting content from our website by login into your account via [www.myproduction.co.uk/subscribe](http://www.myproduction.co.uk/subscribe) or by going directly to our website [www.myproduction.co.uk](http://www.myproduction.co.uk) and clicking on the VOD page and signing in.

### What choices do I have?

If you have any questions or objection as to how we collect and process your personal information, please contact [info@myproduction.co.uk](mailto:info@myproduction.co.uk) for support.

- You can choose not to provide certain information where it is not applicable but then you might not be able to take advantage of all MY Production Services.
- If you don't want to receive e-mail or other communications from us, please inform us by emailing [info@myproduction.co.uk](mailto:info@myproduction.co.uk) and we will remove you from any future mailouts that we may write.
- If you want to browse our websites anonymously, you may do so by logging out of your account and visit [www.myproduction.co.uk](http://www.myproduction.co.uk) and disabling cookies on your browser.
- When you consent to our processing your personal information for a specified purpose, you may withdraw your consent at any time and we will stop any further processing of your data for that purpose.
- You will also be able to opt out of certain other types of data processing by updating informing us via email [info@myproduction.co.uk](mailto:info@myproduction.co.uk). If you have questions about how to change your device permissions on devices manufactured by third parties, we recommend you contact your mobile service carrier or your device manufacturer as different devices may have different permission settings.
- Subject to applicable law, you have the right to request access to, correct, and delete your personal data, and to ask for your data. You may also object to our processing of your personal data or ask that we restrict the processing of your personal data in certain instances. If you wish to do any of these things, please contact [info@myproduction.co.uk](mailto:info@myproduction.co.uk).

### Are children allowed to use MY Production Services?

MY Production doesn't sell physical products for children, but we do sell digital content for viewing where a suggested rating of the film is next to the title. For example, a movie entitled DIMINUENDO (18+) should only be watched by 18 years of age and over. Or for (12+) means for customers 12 and over are allowed to view the content. If you're under 18, you may use MY Production Services only with the involvement of a parent or guardian or by purchasing/renting a film according to your relevant age as per the suggested rating that the platform provides.

### How long do we keep your personal information?

We keep your personal information to enable your continued use of MY Production Services, for as long as it is required in order to fulfil the relevant purposes described in this Cookies & Privacy Notice, as may be required by law such as for tax and accounting purposes, or as otherwise communicated to you. For example, we retain your transaction history so that you can review past purchases (and repeat orders if desired) and what addresses you have shipped orders to, and to improve the relevancy of products and content we recommend.

### Contacts, Notices & Revisions

If you have any concern about cookies or privacy information at MY Production Services or want to contact one of us, please email [info@myproduction.co.uk](mailto:info@myproduction.co.uk) with a thorough description and we will try to resolve the issue for you.

Our business can change as we continue to grow as a company and our Privacy Notice will change also. You should check our website frequently to see recent changes. Unless stated otherwise, our current Cookies & Privacy Notice applies to all information that we have about you and your account. We stand behind the promises we make, however, and will never materially change our policies and practices to make them less protective of customer information collected in the past without the consent of affected customers.

### **Examples of information and data collected**

#### **Information you give us when you use MY Production Services**

You provide information to us when you:

- Rent or purchase a video;
- download, purchase, rent, stream, view, or use content on a device, or through a service or application on a device;
- provide information in your account (and you might have more than one if you have used more than one e-mail address or mobile number when shopping with us) or your profile
- communicate with us by phone, e-mail, or otherwise;
- complete a questionnaire, or distribution form and agreement if you sell your content on our channels;
- Participate in community features, provide and rate customer reviews/comments;

As a result of those actions, you might supply us with such information as: your name; address and phone number; payment information; your age; your location information and telephone number; including Wi-Fi credentials, if you choose to automatically synchronise them with your TV devices and cast/airplay from your home TV for example.

#### **Automatic Information**

Examples of the information we collect and analyse include:

- the Internet protocol (IP) address used to connect your computer to the Internet;
- login; e-mail address; password;
- the location of your device or computer;
- content interaction information, such as content downloads, streams, and playback details including duration and number of simultaneous streams and downloads, and network details for streaming and download quality, including information about your internet service provider;
- device metrics such as when a device is in use, application usage, connectivity data, and any errors or event failures;
- MY Production Service metrics (e.g., the occurrences of technical errors, your interactions with service features and content, your settings preferences and backup information, location of your device running an application, information about uploaded images and files (e.g., file name, dates, times and location of your images));
- cookie number; products and/ or content you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs),

#### **Information From Other Sources**

Examples of information we receive from other sources include:

- information about your interactions with products and services offered by our subsidiaries;
- search results and links, including paid listings (such as Sponsored Links);
- information about internet-connected devices and services.

#### **Information You Can Access**

Examples of information you can access through MY Production Services include:

- status of recent orders (including subscriptions);
- your complete order history;
- personally identifiable information (including name, e-mail, password, communications and personalised advertising preferences);
- payment settings (whether debit card or PayPal);
- e-mail notification settings.

- your content, devices, services, and related settings;
- content that you recently viewed;

**Privacy and personal data concerns**

If you have any inquiries or complaints about our handling of your personal data under GDPR data laws, or about our privacy practices generally, please contact us at [info@myproduction.co.uk](mailto:info@myproduction.co.uk). We will respond to your inquiry promptly. If we are unable to satisfactorily resolve any complaint relating to GDPR data laws, or if we fail to acknowledge your complaint in a timely fashion, you can submit your complaint to the GDPR data laws <https://gdpr-info.eu/>, which may provide an independent third-party dispute resolution service based in UK/Europe.