

# Privacy and Data Management Policy

## Introduction

Design Film Digital Solutions Ltd, who also trade as Drone Solutions, Time-lapse Solutions and Web Portal Solutions, is committed to the confidential handling of our clients' personal data. Our business specialises in drone and time-lapse photography and videography. While we endeavour to ensure that no personal data is captured during our filming processes, we recognize that there may be instances where individuals are inadvertently filmed or photographed. Please be aware that Design Film Digital Solutions Ltd. will not be held responsible for any unintended consequences resulting from such instances.

## Collection and Use of Personal Information

We collect and process personal data, including contact details and records of transactions, to fulfil our contractual obligations, comply with legal record-keeping requirements, and, if necessary, to support the defence of legal claims. This information is retained for a period of seven years.

## Consent for Communication

For those who have opted to receive emails from us, we will continue to send communications until such time as you decide to unsubscribe. You can withdraw your consent at any time by using the unsubscribe link provided in our marketing emails.

## Anonymity of Web Visitors

Visitor information to our website is anonymized to ensure privacy.

## Data Security

Our cybersecurity measures have been established by following the NCSC Cyber Essentials checklist. We maintain robust defences, including firewall protection, secure device and software management, controlled user access, and protection against malware. We ensure that all devices and software are regularly updated.

## Data Sharing

We may share your data with our email and application hosting providers who support our internal business operations.

## International Data Transfers

Data transfers outside of the European Economic Area (EEA) are conducted under EU-approved mechanisms, ensuring the protection of your personal data.

## Your Rights

Under the Data Protection Act 2018 (DPA), you possess several rights regarding your personal data, including but not limited to access, rectification, erasure, and the right to restrict or object to our processing of your data. You also have the right to data portability under certain circumstances.

## Exercising Your Rights

To exercise any of your rights, please contact us at [info@solutions.co.uk](mailto:info@solutions.co.uk) with the necessary identification. Alternatively, you can make a request through any of our employees, who will document your request in writing and confirm with you.

## Complaints

If you are dissatisfied with how we handle your data request or believe we have not adhered to the DPA's requirements, the Information Commissioner's Office is available to review our conduct.

## Contact Information

For any queries or concerns regarding our Privacy and Data Management Policy, please reach out to James Barber, Director, at [info@solutions.co.uk](mailto:info@solutions.co.uk).