

# RAK Studios Ltd

## Privacy Notice

At RAK Publishing Ltd & RAK Studios Ltd, we are committed to protecting and respecting your privacy. This notice explains when and why we collect personal information about you, how we use it, the conditions under which we may disclose it to others, and how we keep it secure.

### Who we are:

RAK Studios Ltd is a Recording Studio registered in the United Kingdom under company number 04274375 and whose registered office is at 42-48 Charlbert Street, London, NW8 7BU.

We can be contacted on 020 7586 2012 and [info@rakstudios.co.uk](mailto:info@rakstudios.co.uk)

### How we get the Information we may collect from you:

Most of the personal information we collect and process is provided to us directly by you;

- Information that you provide by filling in forms on our website or otherwise communicating with us. This includes information provided by using the contact form on the website, posting material, or requesting further services.
- If you contact us, we may keep a record of that correspondence.
- Details of your visits to our site including, but not limited to, traffic data, location data, weblogs, and other communication data.
- Information that you provide regarding customer entities, including customer names, addresses, and contact details.
- Information that you may provide as an Employee or Freelancer including name, address, contact details for you and your emergency contact,
- Sensitive information provided on a non-compulsory basis by Employees and Freelancers regarding race, gender, sexuality and preferred pronouns for the sole purpose monitoring in accordance with our Equality, Diversity and Inclusion Policy.
- Information that you may provide in order to assist us with complying with our Health and Safety duties, such as completing a PEEP.

### How we use your information:

We use information held about you in the following ways;

- To provide you with information or services that you request from us.
- To inform you about other services we may be able to provide.
- We may share contact information with freelancers you wish us to contract for the purposes of your booking, and in confidential call sheets to clients. We do not share this information with outside parties except to the extent necessary to provide the service. We may also use the email address provided to send information and updates pertaining to your booking.
- Sensitive data is not shared outside of RAK Studios in a way which could identify an individual unless you have listed them as a contact on your PEEP, in which case we will only share the information necessary for them to assist you.
- We do not sell, trade, or rent personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information with our business partners or trusted affiliates for the purposes of industry monitoring - for example with the MPG or UK Music.

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### Removal of consent to hold your data:

If at any point you wish to remove your consent for us to hold your personal information, you can do that by contacting us at [info@rakstudios.co.uk](mailto:info@rakstudios.co.uk)

### Retention Policy:

We will dispose of any information regarding a PEEP (except in the case of Employees) by deleting your records from our secure server 3 months from the end of the period for which it was in place.

### Website Privacy Policy:

The website's privacy policy is available at [www.rakstudios.co.uk/cdn/privacy.pdf](http://www.rakstudios.co.uk/cdn/privacy.pdf)

### Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [info@rakstudios.co.uk](mailto:info@rakstudios.co.uk), 020 7586 2012 or 42-48 Charlbert Street, London, NW8 7BU if you wish to make a request.

### How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at [info@rakstudios.co.uk](mailto:info@rakstudios.co.uk) or 020 7586 2012.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>