

# Narrate

## PRIVACY POLICY

We are committed to protecting and respecting your privacy online. This document explains how we will use your personal information when you interact with us. We have tried to make this policy as clear as possible but if anything isn't clear to you please contact [hello@narratestudio.co.uk](mailto:hello@narratestudio.co.uk) and we will get back to you.

To stay up to date with the law, and for other reasons, we might update this policy from time to time so please ensure you review it from time-to-time.

### Information about you

The way we collect and process personal information about you depends on our relationship with you:

- Subscriber: you register for our mailing list
- Enquiry: you contact us through our website or another platform
- Prospective client/partner: if we'd like to work in partnership with you or think our services could be useful to you we may collect and process information, so we can get in touch with you

This information could be collected via email, phone, online research (to find publicly accessible information), face to face. Personal information we process may include but is not limited to the following information about you:

- your name
- your email address
- your phone number
- other details about you that you or others provide to us.

In some cases you will also need to provide and we will therefore process information including: your bank details, your date of birth, your address. We may also ask for or collect some non-personal information from you.

For partners and clients, the information we collect may include: contact data (your workplace email and address), correspondence data (emails and other communication between us), financial data (payments to us).

### Using your information

We only use your information to:

- reply to your enquiries
- provide account management if you are a client or partner
- to deliver the service you have requested effectively
- process any payments or event registrations
- provide you with information about our work that we believe is relevant and of value to you

### Marketing

If we believe our services may be of value to you or that we could partner on a shared opportunity we may contact you via email, phone or post. In such cases we will make sure the information is carefully selected to be relevant to you and that we always include a quick, clear and easy method for unsubscribing if you don't want to hear from us.

### Your Rights

You have rights over the way we process your personal information. We will comply with any requests to exercise these rights within one month.

### *Keeping your personal information up to date*

We try to keep the information we hold about you up to date. If you find that any information we hold isn't up to date please contact [hello@narratestudio.co.uk](mailto:hello@narratestudio.co.uk) so we can update our records.

### *Accessing your personal information*

You can request a copy of the information we hold about you. If you find any inaccuracies, you can ask to have them corrected. We will make reasonable efforts to supply you with the personal information we hold about you.