

PRIVACY POLICY

HOW WE USE YOUR INFORMATION

This privacy notice tells you what to expect when Fisher (incorporating Fisher Productions Holdings Limited, Fisher Productions Limited, Fisher Hires Limited and Fisher Staging Limited) collects personal information. It applies to information we collect about:

- visitors to our websites;
- complainants and other individuals in relation to a data protection or freedom of information complaint or enquiry;
- people who use our services, e.g. who subscribe to our newsletter or request a publication or enquire about our services;
- people who notify under the Data Protection Act; and
- job applicants and former employees.

This privacy policy addresses information provided to Fisher. In the event that Fisher engages with a third-party service provider, to whom we may pass your personal information or to whom you may be expected to provide your personal information, your information will be handled by that third-party service provider as if it were being handled by Fisher. This may include but not be limited to external training organizations, external auditing organizations, external certification organizations, external personnel benefits advisers and statutory authorities i.e. HSE. Exceptions to this arrangement are specifically stated within this privacy policy.

VISITORS TO OUR WEBSITES

When you browse this website, you do so anonymously, unless you have previously indicated that you wish Fisher to remember your personal information or login and password. We use a third-party service, Google Analytics, to collect standard Internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

USE OF COOKIES

Fisher use cookies on our web site to enhance the experience of users and to try to show appreciation to repeat and returning users. You can read more about how we use cookies on our Cookies Policy page.

CREDIT CARD PAYMENTS

When you order products and pay via a credit or debit card, we will process transaction-related personal data, such as your first and last name, mailing and shipping address, phone number and email address. We will also process information about your purchases with us.

We will use such personal data to process and deliver your order, to provide notification of order status, and to update your profile periodically to ensure that we have the most accurate personal data available. We will also use said personal data to analyse customer behaviour and to customize our communication with you, if applicable.

For the protection of Fisher and others we release account and other personal information when we believe release is appropriate to comply with the law; enforce or apply our Conditions of Use and other agreements; or protect the rights, property or safety of Fisher, our users or others. This includes exchanging information with other companies and organizations for fraud protection and credit risk reduction. This does not include selling, renting, sharing or otherwise disclosing personally identifiable information from customers for commercial purposes in a way that is contrary to the commitments made in this Privacy Notice.

Other than as set out above, you will receive notice when information about you might go to third parties and you will have an opportunity to choose not to share the information.

All external transmissions of personal data facilitated by us are protected by encryption. Processing of personal data will take place in accordance with applicable legislation and best practices concerning data security.

We use First Data, an approved service provider, to collect and process transaction information.

Here is a link to their Security Policy:

https://www.firstdata.com/en_gb/privacy.html

NEWSLETTER

We use a third-party provider, Mailchimp, to deliver our monthly e-newsletters. We gather statistics around email opening and clicks using industry standard technologies including clear gifs to help us monitor and improve our e-newsletter.

Here is a link to their Privacy Notice.

<https://mailchimp.com/legal/privacy/>

SECURITY AND PERFORMANCE

Fisher uses a third-party service, Limegreentangerine, to help maintain the security and performance of Fisher website. To deliver this service it processes the IP addresses of visitors to Fisher website.

PEOPLE WHO TELEPHONE US

For customers who call Fisher's service centre to use the customer support service or service desk, we will collect and handle that information for as long as is necessary to ensure the support has been given effectively. If the caller is a registered customer, the data will be handled in accordance with our policy on handling customer data. If not, the information will be retained for 6 months from the date of the call.

When you call Fisher by telephone we collect Calling Line Identification (CLI) information. We use this information to help improve its efficiency and effectiveness.

PEOPLE WHO EMAIL US

We use Transport Layer Security (TLS) to encrypt and protect email. If your email service does not support TLS, you should be aware that any emails we send or receive may not be protected in transit.

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

PEOPLE WHO MAKE A COMPLAINT TO US

When we receive a complaint from a person we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

We will only use the personal information we collect to process the complaint and to check on the level of service we provide. We do compile and publish statistics showing information like the number of complaints we receive, but not in a form which identifies anyone.

We usually have to disclose the complainant's identity to whoever the complaint is about. This is inevitable where, for example, the accuracy of a person's record is in dispute. If a complainant doesn't want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for two years from closure. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

Similarly, where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

When we take enforcement action against someone, we may publish the identity of the defendant in our Annual Report or elsewhere. Usually we do not identify any complainants unless the details have already been made public.

SERVICE PROVIDERS REPORTING A BREACH

Public electronic communications service providers are required by law to report any security breaches involving personal data to Fisher. If we are advised of any breach that affects the data that we hold about you, we will inform you as soon as possible, and at least within 48 hours.

FREELANCER AND EMPLOYEE - VENUE DATA SHARE

As part of our normal business, Fisher are required to supply data to the venue about the staff who will be working on and/or during the event.

By working with Fisher and providing us with your personal data, you acknowledge and agree that such personal data, as is required by the venue, may be provided to the venue for security purposes.

JOB APPLICANTS

Fisher is the data controller for the information you provide during the recruitment process unless otherwise stated. If you have any queries about the process or how we handle your information, please contact us at hr@fisherproductions.co.uk

WHAT WILL WE DO WITH THE INFORMATION YOU PROVIDE TO US?

All of the information you provide during the process will only be used for the purpose of progressing your application, or to fulfil legal or regulatory requirements if necessary.

We will not share any of the information you provide during the recruitment process with any third parties for marketing purposes or store any of your information outside of the European Economic Area. The information you provide will be held securely by us and/or our data processors whether the information is in electronic or physical format.

We will use the contact details you provide to us to contact you to progress your application. We will use the other information you provide to assess your suitability for the role you have applied for.

WHAT INFORMATION DO WE ASK FOR, AND WHY?

We do not collect more information than we need to fulfil our stated purposes and will not retain it for longer than is necessary.

The information we ask for is used to assess your suitability for employment. You do not have to provide what we ask for, but it might affect your application if you do not.

APPLICATION AND SHORTLISTING STAGE

We ask you for your personal details including name and contact details. We will also ask you about your previous experience, education, referees and for answers to questions relevant to the role you have applied for. Our hiring team will have access to all of this information and have been trained in ensuring data is processed in line with GDPR.

You will also be asked to provide equal opportunities (special category) information. This is not mandatory information – if you do not provide it, it will not affect your application. Any special category information you do provide, will be used only to produce and monitor equal opportunities statistics and to ensure any reasonable adjustments are made during the recruitment process.

ASSESSMENTS

We might ask you to participate in assessment days; complete tests or occupational personality profile questionnaires; and/or to attend an interview – or a combination of these. Information will be generated by you and by us. For example, you might complete a written test, or we might take interview notes. This information is held by Fisher.

If you are unsuccessful following assessment for the position you have applied for, we may ask if you would like your details to be retained in our talent pool for a period of six months. If you say yes, we would proactively contact you should any further suitable vacancies arise within that timeframe.

CONDITIONAL OFFER

If we make a conditional offer of employment we will ask you for information so that we can carry out pre-employment checks. You must successfully complete pre-employment checks to progress to a final offer. We are required to confirm the identity of our staff, their right to work in the United Kingdom and seek assurance as to their trustworthiness, integrity and reliability. You will therefore be required to provide directly to us:

- Proof of your identity – you will be asked to attend our office with original documents and we will take copies. For your convenience, this will normally be done at the interview.
- Proof of your qualifications – if such documents are required, you will be asked to attend our office with original documents and we will take copies. For your convenience, this will normally be done at the interview.

We will also provide your email address to a third party organisation (Credence) who will contact you to complete detailed background checks on our behalf including reference checking, credit reference checks and criminal record checks. Credence will be the data controller for this information.

Here is a link to their Privacy Notice.

<https://credence.co.uk/privacy-policy/>

If we make a final offer, we will also ask you for the following information upon commencement of employment:

- Bank details – to process salary payments
- Emergency contact details – so we know who to contact in case you have an emergency at work

CRIMINAL CONVICTION DATA

We only collect criminal conviction data where it is appropriate given the nature of your role and where the law permits. This data will normally be collected at the recruitment stage, as indicated above, but may also be collected during employment. We use criminal conviction data to determine your suitability or your continued suitability for the role. We rely on the lawful basis of Our Legitimate Interests to process this data.

USE OF DATA PROCESSORS

Data processors are third parties who provide elements of our recruitment service for us. We have contracts in place with our data processors. This means that they cannot do anything with your personal information unless we have instructed them to do it. They will not share your personal information with any organization apart from us. They will hold it securely and retain it for the period we instruct.

FOR HOW LONG IS THE INFORMATION RETAINED?

If you are successful, the information you provide during the application process will be retained by us as part of your employee file for the duration of your employment plus 6 years following the end of your employment. Criminal conviction data will only be held for up to 3 months after termination.

If you are unsuccessful at any stage of the process, the information you have provided until that point will be retained for 6 months from the closure of the campaign.

Information generated throughout the assessment process, for example interview notes, is retained by us along with all other recruitment records.

Equal opportunities information is retained for 6 months following the closure of the campaign whether you are successful or not.

YOUR RIGHTS

Under the Data Protection Act 1998 and the General Data Protection Regulation (GDPR), you have rights as an individual which you can exercise in relation to the information we hold about you.

You can read more about these rights here – <https://ico.org.uk/for-the-public/is-my-information-being-handled-correctly/>

COMPLAINTS OR QUERIES

Fisher tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of Fisher's collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

If you want to make a complaint about the way we have processed your personal information, you can contact the Information Commissioner's Office in their capacity as the statutory body that oversees data protection law – www.ico.org.uk/concerns

ACCESS TO PERSONAL INFORMATION

Fisher tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the Act or the Regulation. If we do hold information about you, we will:

- give you a description of it;
- tell you why we are holding it;
- tell you to whom it could be disclosed; and
- let you have a copy of the information in an intelligible form.

To make a request to Fisher for any personal information we may hold you need to put the request in writing addressing it to our compliance department or by writing to the address provided below.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting the compliance department.

DISCLOSURE OF PERSONAL INFORMATION

In many circumstances we will not disclose personal data without consent. However, when we investigate a complaint, for example, we will need to share personal information with the organization concerned and with other relevant bodies.

You can also get further information on:

- agreements we have with other organizations for sharing information;
- circumstances where we can pass on personal data without consent for example, to prevent and detect crime and to produce anonymized statistics;

- our instructions to staff on how to collect, use and delete personal data; and
- how we check that the information we hold is accurate and up to date.
- Links to other websites

CHILDREN'S ONLINE PRIVACY PROTECTION

Fisher does not knowingly collect personal information from persons who are under 16 years of age. By agreeing to use our products or services, you represent that you are 16 years or older.

LINKS FROM OUR WEBSITES

Some pages of our websites contain external links. You are advised to verify the privacy practices of such other websites. We are not responsible for the manner of use or misuse of information made available by you at such other websites. We encourage you not to provide personal information, without assuring yourselves of the privacy practices of other websites.

CHANGES TO THIS PRIVACY NOTICE

We keep our privacy notice under regular review. This privacy notice was last updated on 24th May 2018.

HOW TO CONTACT US

If you want to request information about our privacy policy or provide feedback regarding this policy, please email compliance@fisherproductions.co.uk or write to Fisher Productions Holdings Limited, 118 Garratt Lane, London, SW18 4DJ.