

## **Tandem Creative privacy policy**

### **Tandem TV & Film Limited Privacy Policy**

Tandem TV & Film Limited, are committed to ensuring that your privacy is protected. This policy explains how we use the information we collect about you and the procedures that we have in place to safeguard your privacy whilst you use this website. We will only use the information that we collect about you lawfully (in accordance with the data Protection Act 1998).

#### **The information we collect and how we use it**

When you register to use website services of Tandem TV & Film Limited and/or place any order, we may request personal identifiable information to fulfil the services requested.

If you subscribe to our mailing lists for promotional, order and other information, you may be asked to specify the areas in which you are interested so that we can tailor the information which we send to you to cover the topics which we believe you might be interested in. We do not pass on your personal data to third party companies

We may also use your information for the purpose of providing you with information about any special offers and other events or features of our website which we think may be of interest to you and for related marketing purposes.

We use your IP address to help diagnose problems with our server and to administer our website. Your IP address is also used to help identify you and your details on our database. We monitor customer traffic on an aggregate basis in order to help us develop and improve our website for the benefit of our customers. In order to enhance your use of the website you will be given a session ID which will only last for the duration of that visit to the site. Each time you visit the site you will have a different session ID.

By submitting your information you consent to the use of that information as set out in this Policy. If we change our Privacy Policy we will post the changes on this page so that you may be aware of them.

Because the Internet infrastructure is global, and it is not possible to predict the routes that information sent over the Internet will take, the information you provide may be transferred temporarily via a route which takes it outside the European Economic Area as it passes between you and us. By submitting your information you consent to this transfer.

#### **Opt in/Opt out**

If at any time you wish to receive information about any other product areas which you currently do not receive, you can request this by email or sign up or amend the details we have via this website. Similarly you can opt out of receiving email newsletters in the same way. If you have any queries about how to use the mailing preference system, please email us at [info@tandem.tv](mailto:info@tandem.tv).

#### **Cookie policy**

Our website uses cookies to keep track of your visits to our website. A cookie is a small file that can be stored by your browser on your computer's hard drive. We may use these to do a number of things.

We use cookies to deliver content specific to your interest and, if your browser accepts it, to save your password so that you don't have to re-enter it every time you visit our site. Cookies help us to recognise when you next visit our website and note the advertisements displayed to you. This allows us to tailor the service we provide to your preferences.

#### **You can change your browser so that it will not accept cookies to ensure that this data is not saved to your computer.**

By continuing to use this site you are agreeing to its use of cookies, unless you have switched your browser settings to not allow cookies, in which case you may still be able to view this site, but your user experience may vary and you may not be able to complete certain functions.

If you would like to discuss or comment on the use of information including cookies on this website please contact: The Data Controller, Tandem TV & Film Limited, Charleston House, 13 High Street, Hemel Hempstead, HP1 3AA.

Last updated: 2<sup>nd</sup> October 2012.