

Website Privacy Policy

1. Introduction

At The Production Hub Limited, your privacy matters to us. This policy explains how we collect, use, and protect your personal data when you visit our website, www.productionhub.org.uk ("Our Site"). Please read it carefully.

2. Definitions

- **Account:** A user account for accessing certain features on Our Site.
- **Cookie:** A small text file placed on your device by Our Site to enhance user experience. See Section 15 for details.
- **We/Us/Our:** The Production Hub Limited, registered in England (Company No. 7994597).

3. Who We Are

- Registered Address: Thatcher House, 12 Mount Ephraim, Tunbridge Wells, Kent, TN4 8AS.
- Main Trading Address: Barham Court, Teston, Maidstone, Kent, ME18 5BZ.

4. Scope of This Policy

This policy applies only to your use of Our Site. For external links, please refer to their privacy policies.

5. What is Personal Data?

Personal data refers to any information that identifies you, such as:

1. Name, contact details, identification numbers, online identifiers.

6. Your Rights

Under Data Protection Legislation (Data Protection Act, UK GDPR), you have rights to:

1. Be informed about data collection and use.
2. Access the personal data we hold about you.
3. Correct inaccuracies in your data.
4. Request data deletion 'the right to be forgotten'.
5. Restrict or object to data processing.
6. Withdraw consent where applicable.
7. Data portability (transfer of your data to another service).
8. Rights with respect to automated decision making and profiling. *We do not use your personal data in this way.*

It is important that your personal data is kept accurate and up to date. If any of the personal data we hold about you changes, please keep us informed if we have that data.

7. Complaints

If you have any cause for complaint about our use of your personal data, please contact us and we will do our best to solve the problem for you. If we are unable to help, you also have the right to lodge a complaint with the UK's supervisory authority, the Information Commissioner's Office.

Contact us at  Enquiries@productionhub.org.uk for the attention of the Data Protection Officer or alternatively you can contact Information Commissioner's Office (ICO) directly.

8. What Data Do We Collect?

We may collect:

2. Personal: Name, business/company name, contact details.
3. Technical: Browser type, operating system, URLs visited.

9. How Do We Use Your Data?

We use your data to:

- a) Provide services or respond to your inquiries.
- b) Personalise and tailor services for you.
- c) Send you marketing communications (with your consent).

We will not, however, send you any unsolicited marketing or spam and will take all reasonable steps to ensure that We fully protect your rights and comply with Our obligations under Data Protection Legislation and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

You may withdraw your consent to Us using your personal data at any time, and also to request that We delete it. You can also unsubscribe at any time from marketing communications.

10. Data Security

We take the security of your personal data seriously and implement a range of measures to ensure it is protected against unauthorized access, loss, or misuse. These measures include:

- a) **Encryption:** We use AES-256 encryption for data-at-rest and TLS protocols to secure data-in-transit.
- b) **Access Controls:** Only authorized personnel have access to your data, and such access is granted on a need-to-know basis. Strict identity verification procedures are in place.
- c) **Regular Audits:** Security practices, policies, and infrastructure undergo periodic audits and assessments to ensure compliance with industry standards.
- d) **Network Security:** We employ firewalls, intrusion detection systems, and other advanced technologies to prevent unauthorized access to our network.
- e) **Data Minimization:** We collect and process only the data necessary to fulfill the purposes outlined in this policy.
- f) **Employee Training:** All employees undergo regular training on data protection and security best practices.
- g) **Backup and Recovery:** We maintain secure backups of critical data and have robust disaster recovery protocols to prevent data loss.
- h) **Proactive Monitoring:** Continuous monitoring of our systems enables us to detect and respond to potential threats in real time

We will ensure that all use of external, cloud or third-party information services to process the personal data meets the requirements and standards of care specified in this Policy.

11. Data Retention

We retain personal data only as long as necessary for:

1. Legal and regulatory compliance.
2. Addressing claims or queries. Retention in case of claims. We will retain your personal data for as long as you might legally bring claims against us.

Your data will only be stored in the UK.

When no longer required, data is securely deleted.

12. Sharing Your Data

We may share data with trusted third parties for:

- Service delivery (e.g., print production, direct mail).
- Legal obligations (e.g., court orders).

Where any of your data is required for such a purpose, We will take all reasonable steps to ensure that your data will be handled safely, securely, and in accordance with your rights, Our obligations, and the obligations of the third party under the law.

13. Business Changes

If our business is sold or restructured, relevant personal data may be transferred to the new owner under the same terms. In the event that any of your data is to be transferred in such a manner, you will not be contacted in advance and informed of the changes.

14. How You Can Control Your Data

When you submit personal data via Our Site, you may be given options to restrict Our use of your data. In particular, We aim to give you strong controls on Our use of your data for direct marketing purposes (*including the ability to opt-out of receiving emails from Us which you may do by unsubscribing using the links provided in Our emails and at the point of providing your details*).

You may also wish to sign up to one or more of the preference services operating in the UK: The Telephone Preference Service (“the TPS”), the Corporate Telephone Preference Service (“the CTPS”), and the Mailing Preference Service (“the MPS”). These may help to prevent you receiving unsolicited marketing. Please note, however, that these services will not prevent you from receiving marketing communications that you have consented to receiving.

15. Cookies

Cookies help improve your experience on Our Site. You can manage cookie settings through your browser.

All Cookies used by and on Our Site are used in accordance with current Cookie Law.

The following first party Cookies may be placed on your computer or device:

Name of Cookie	Purpose	Strictly Necessary
wordpress_	WordPress cookie for a logged in user	No
wordpress_logged_in_	WordPress cookie for a logged in use	No
wordpress_test_	WordPress cookie for a logged in use	No
wordpress_test_cookie_	WordPress test cookie	No
wp-settings-	WordPress also sets a few wp-settings- [UID] cookies. UID is the individual ‘User ID’ from the users database table. This is used to customize the user’s view of the admin interface and may be used to customize the user’s view of the main site interface.	No
wp_settings_time	WordPress also sets a few wp-settings- (time)-[UID] cookies. UID is the individual ‘User ID’ from the user’s database table. This is used to customize the user’s view of the admin interface and may be used to customize the main site interface.	No
PHPSESSID	To identify your unique session on the Website.	Yes
SESS	To ensure that you are recognised when you move from page to page within the Website and that any information you have entered is remembered.	Yes

Our Site uses analytics services provided by Google Analytics (GA). Website analytics refers to a set of tools used to collect and analyse anonymous usage information, enabling Us to better understand how Our Site is used. This, in turn, enables Us to improve Our Site and the products

and/or services offered through it. You do not have to allow Us to use these Cookies, however whilst Our use of them does not pose any risk to your privacy or your safe use of Our Site, it does enable Us to continually improve Our Site, making it a better and more useful experience for you.

The analytics services used by Our Site use(s) the following Cookies:

Name of Cookie	First / Third Party	Provider	Purpose
_utma	First Party	GA	Keeps track of the number of times a visitor has been to the site pertaining to the cookie, when their first visit was and when their last visit occurred. GA uses the information from this cookie to calculate things like Days and Visits to purchase.
_utmb	First Party	GA	Takes a time stamp of the exact moment in time when a visitor enters a site.
_utmc	First Party	GA	Takes a time stamp of the exact moment in time when a visitor leaves a site.
_utmz	First Party	GA	Keeps track of where the visitor came from, what search engine the user used, what link they clicked on, what keyword they used and where they were in the world when they accessed the Website. GA uses this cookie to identify to whom and what source / medium / keyword to assign the credit for a goal conversion or an e-commerce transaction.

16. Your Right to Withhold Information

You may access certain areas of Our Site without providing any data at all and you may restrict Our use of Cookies. However, to use all features and functions available on Our Site you may be required to submit or allow for the collection of certain data.

17. Accessing Your Data

You may request access to the personal data we hold about you via a Subject Access Request. There is not normally any charge for a subject access request. If your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

Please contact us in writing at:

- **Email:** ✉ Enquiries@productionhub.org.uk headed for the attention of the Data Protection Officer
- **Postal Address:** Data Protection Officer, The Production Hub Ltd, Barham Court, Teston, Maidstone, Kent, ME18 5BZ

We will respond to your subject access request within one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

18. Changes to This Policy

We may update this policy periodically. Please check Our Site for the latest version.

For further information, feel free to contact us at The Production Hub Ltd, Barham Court, Teston, Maidstone, Kent, ME18 5BZ

This policy / policy review has been approved & authorised by:

Name and Position Nick Hames, Director

Date:

12/1/26

Signature:



Policy Review Record	
Effective Date:	16 March 2012
Last Review:	January 2025
Next Review:	January 2026

