

We are Production Support Services

Our website address is: www.production-support.net

What personal data do we collect and why do we collect it?

Contact forms and Cookies

We obtain information about you when you use our website(s) for example, when you complete the contact form, or send an email to the address in our menu, this provides us with personal data such as your name and email address.

We collect information from the contact form, Mail Chimp subscription, Google Analytics and when people send us an email through the link in the menu. No sensitive data is collected or retained through our website.

This may include personal data, such as name, email address, personal account preferences; transactional data, such as purchase information; and technical data, such as information about cookies.

It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using our website but can be done through the pop up which appears on entering the site.

Google Analytics

Analytics cookies are used for us to compile reports on our website and give us guidance on how we to improve. We collect information about how our visitors use our website. This collection is anonymous. It will look at the numbers of visitors, the pages visited and how visitors are arriving on the website.

Google Analytics' privacy policy can be seen here
<http://www.google.com/analytics/learn/privacy.html>

Subscription to our mailing list

We ask for your email address and contact name to have the best experience from our newsletters and receive information about any offers or sharing testimonials and other news about the work we do. To protect your privacy, we have security plug ins on the website and data CAPTCHA on the contact form to prevent spam. Mail Chimp is secured with two factor authentications.

Who do we share your data with?

All data stays within the Production Support Services team and will not be shared with third parties.

How long do we retain your data?

Email addresses and contact names on our mailing list will be stored until you wish to unsubscribe. You can do this at the bottom of our emails sent out or by sending an email to info@production-support.net

What rights do you have over your data?

You can request to receive an exported file of the personal data we hold about you, including any data you have provided to us. You can also request that we erase any personal data we hold about you. This does not include any data we are obliged to keep for administrative, legal, or security purposes. None of the data collected by Production Support Services is given to any third party.

What data breach procedures we have in place?

We take the privacy of our website visitors very seriously. Through creating an ethos of trust and professionalism, we ask all freelancers to sign an agreement to our working practices which include following our platform agreements.

In the event of a breach, the platform founders would immediately respond to protect information through changing of passwords and tracking actions which have led to the breach. This would then be deal with accordingly.

Contact information

For more information on our GDPR policy, get in touch at info@production-support.net and we will be happy to help to answer any questions.