Greenhorn Creative Website Legal Documents

1. Company Information

Last updated	April 2026
Business	Greenhorn Creative
Legal entity	Greenhorn Creative Ltd
Company number	08286463
Registered office	17 Walkergate, Berwick-Upon-Tweed, Northumberland, United Kingdom, TD15 1DJ
VAT number	448008007
Website	www.greenhorncreative.com
Contact	gordon@greenhorncreative.com
Service	YouTube video editing and related creative production services
Market	Business and consumer customers

Greenhorn Creative is operated by Greenhorn Creative Ltd, a company registered in England and Wales under company number 08286463. Registered office: 17 Walkergate, Berwick-Upon-Tweed, Northumberland, United Kingdom, TD15 1DJ. VAT number: 448008007. Contact: gordon@greenhorncreative.com.

2. Website Terms of Use

1. About these terms

These Website Terms of Use explain the rules for using our website, www.greenhorncreative.com. By using our website, you agree to these terms.

2. Who we are

This website is operated by Greenhorn Creative Ltd, trading as Greenhorn Creative. We are registered in England and Wales under company number 08286463. Our registered office is 17 Walkergate, Berwick-Upon-Tweed, Northumberland, United Kingdom, TD15 1DJ. Our VAT number is 448008007. You can contact us at gordon@greenhorncreative.com.

3. Using our website

You agree not to use our website:

- in any way that breaches any applicable law or regulation;
- in any way that is fraudulent, harmful, threatening, abusive, defamatory, obscene or otherwise objectionable;
- to transmit viruses, malware or any other harmful code;
- to attempt to gain unauthorised access to our website, server, systems or data;
- to copy, scrape, reproduce or commercially exploit our website content without permission.

4. Website content

The content on our website is provided for general information only. It is not intended to amount to professional, legal, financial, business or technical advice on which you should rely.

Although we aim to keep the information on our website accurate and up to date, we do not guarantee that the content is complete, accurate or current.

5. Intellectual property

Unless otherwise stated, we own or license the intellectual property rights in our website, including its text, graphics, branding, videos, design, layout and other content.

You may view, download and print pages from our website for your own personal or internal business use. You must not reproduce, distribute, modify, publish, sell or exploit our website content for commercial purposes without our written permission.

6. Links to other websites

Our website may include links to third-party websites or embedded content, including videos, forms, payment pages, scheduling tools, analytics tools or marketing platforms. We are not responsible for the content, availability, privacy practices or security of third-party websites or services.

7. Uploading or sending content to us

If you upload, submit or send content to us through our website, forms, email or linked services, you confirm that:

- you have the right to share that content with us;
- the content does not infringe anyone else's rights;
- the content does not contain anything unlawful, harmful, defamatory, obscene or otherwise objectionable;
- the content does not contain viruses, malware or harmful code.

You remain responsible for backing up your own files and materials.

8. Availability of our website

We do not guarantee that our website will always be available, uninterrupted, secure or free from errors. We may suspend, withdraw or change all or part of the website at any time.

9. Liability

Nothing in these terms limits or excludes liability where it would be unlawful to do so.

To the fullest extent permitted by law, we are not responsible for any loss or damage arising from your use of, or inability to use, our website or from relying on any content on it.

If you are a business user, we exclude liability for loss of profits, loss of sales, loss of business, business interruption, loss of anticipated savings, loss of goodwill, loss of reputation, loss of data and any indirect or consequential loss.

10. Governing law

These terms are governed by the laws of England and Wales. The courts of England and Wales will have jurisdiction, except where consumer law gives you the right to bring proceedings elsewhere.

3. Client Service Terms / Terms of Business

1. About these terms

These Client Service Terms apply when you buy YouTube video editing, content production, creative strategy, thumbnail, publishing support or related services from Greenhorn Creative.

These terms should be read alongside any proposal, quote, statement of work, order form, invoice, email agreement or written project brief we provide. If there is a conflict, the specific written proposal, quote or statement of work will take priority over these general terms.

2. Who we are

Greenhorn Creative is operated by Greenhorn Creative Ltd, a company registered in England and Wales under company number 08286463. Our registered office is 17 Walkergate, Berwick-Upon-Tweed, Northumberland, United Kingdom, TD15 1DJ. Our VAT number is 448008007. You can contact us at gordon@greenhorncreative.com.

3. Our services

We provide YouTube video editing and related creative services. Depending on the package agreed, our services may include:

- YouTube video editing;
- podcast editing;
- talking-head video editing;
- long-form video editing;
- short-form video editing;
- intro or hook editing;
- thumbnail design;
- YouTube packaging support;
- title and concept feedback;
- publishing support;
- review and quality control;
- creative calls or consulting;
- other agreed production or post-production services.

The exact scope will be set out in the relevant proposal, quote, package description, invoice, email confirmation or project brief.

4. Service packages

We may offer one-off projects, editing-only services, monthly retainers or creative partnership packages.

Unless expressly agreed in writing, editing-only services do not include:

- content ideation;
- scripting;
- title strategy;
- thumbnail strategy;
- filming direction;
- YouTube channel management;
- YouTube analytics review;
- publishing;
- performance guarantees;
- marketing strategy;
- paid advertising;
- audience growth guarantees.

Creative partnership packages may include some of the above, but only where expressly included in the agreed package.

5. Quotes, proposals and acceptance

A quote or proposal is valid for the period stated in it. If no period is stated, it is valid for 14 days from the date issued.

A contract is formed when you accept a quote, sign an agreement, pay an invoice, make a payment, complete an order or otherwise confirm in writing that you want us to proceed.

6. Client responsibilities

To allow us to deliver the services properly, you agree to:

- provide all required footage, files, brand assets, logins, access, references and information in good time;
- ensure all footage and materials are complete, accurate and legally usable;
- provide clear creative direction, briefs and feedback;
- respond to questions and review requests promptly;
- make key stakeholders available for feedback and approvals;
- ensure you have the right to use any music, images, footage, graphics, fonts, data, testimonials, names, logos, brands, people, locations, clips or other materials you provide;
- ensure your instructions, materials and content do not infringe any third-party rights or breach any law or platform policy.

We are not responsible for delays, additional costs, missed deadlines or reduced quality caused by incomplete briefs, missing assets, delayed feedback, unclear instructions or late changes.

7. Project briefs and source materials

Unless otherwise agreed, each project must have a clear brief before editing begins. The brief should include, where relevant:

- the intended video title or working title;
- the target viewer;
- the goal of the video;
- examples or references;
- any must-use footage or assets;
- any must-avoid content;
- brand guidelines;
- music preferences;
- call-to-action requirements;
- desired duration;
- deadline requirements.

If a brief changes materially after work has started, the change may be treated as additional work and may require a revised timeline and additional fee.

8. Footage limits and file quality

Unless otherwise agreed in writing, project pricing assumes the footage length, file quality and complexity described in the quote or package.

If the footage supplied is significantly longer, more complex, poorly organised, technically problematic or materially different from what was agreed, we may charge additional fees or revise the delivery timeline.

You are responsible for keeping original backups of all footage and files. We do not guarantee indefinite storage of client files.

9. Timelines and turnaround

We will use reasonable skill and care to meet agreed timelines. Any timeline we provide depends on receiving all required materials, access, information and feedback on time.

Unless expressly stated as guaranteed in writing, deadlines are estimates and not strict contractual deadlines.

Timelines may be extended where:

- files, footage or information are provided late;
- client feedback is delayed;
- the brief changes;
- third-party tools or platforms are unavailable;
- additional work is requested;
- circumstances outside our reasonable control arise.

10. Review rounds and revisions

Unless otherwise agreed in writing, each video includes up to three rounds of reasonable revisions.

A revision means a reasonable change to work already delivered based on the original brief. Revisions do not include:

- a new creative direction;
- a full re-edit after approval of the brief;

- changes caused by a new stakeholder joining the process;
- replacing large sections of footage;
- adding new footage after editing has started;
- changing the structure after approval;
- changes to the underlying idea, script or filming quality;
- requests outside the agreed scope.

Additional revisions or out-of-scope changes may be charged at our standard hourly or project rate. Unless otherwise agreed, additional revision work is charged at £30 per hour plus VAT.

11. Feedback process

Feedback should be provided clearly, specifically and in one consolidated round wherever possible.

We may ask you to provide feedback through Frame.io, email, Slack, Google Docs or another agreed review tool.

Conflicting feedback, vague feedback, fragmented feedback from multiple stakeholders or feedback sent across multiple channels may delay delivery and may result in additional charges.

12. Approval

A project is considered approved when:

- you confirm approval in writing;
- you publish or use the work;
- you request final export after review;
- you do not provide feedback within the agreed review period;
- you otherwise indicate that the work is accepted.

Once a project is approved, further changes may be charged as additional work.

13. Fees and payment

Fees will be set out in the applicable quote, proposal, order form, package, invoice or written agreement.

Unless otherwise agreed in writing:

- one-off projects are payable upfront before work begins;
- monthly retainers are payable monthly in advance;
- ad hoc additional work is payable on invoice;
- VAT is charged where applicable;
- payment must be made by the due date stated on the invoice.

We may use Stripe, bank transfer, Wise or other payment methods.

14. Late payment

If you do not pay on time, we may:

- pause work;
- withhold delivery of final files;
- suspend access to services;
- charge interest and reasonable debt recovery costs where permitted by law;
- terminate the agreement if payment remains overdue.

You remain responsible for fees for work already completed or committed.

15. Retainers

If you buy a monthly retainer, the retainer gives you access to the agreed services during the relevant month. Unless otherwise agreed in writing:

- unused capacity does not roll over to future months;
- the retainer is not refundable once the month has started;
- the retainer does not include unlimited work;
- work is subject to reasonable scheduling and team capacity;
- deliverables must be requested within the relevant billing period.

16. Minimum term and cancellation of retainers

If a minimum term is agreed, you cannot cancel before the end of that term except where these terms or the law allow.

After any minimum term, either party may cancel a monthly retainer by giving 30 days' written notice, unless a different notice period is agreed in writing.

17. Consumer cancellation rights

If you are a consumer buying services online, you may have a legal right to cancel within 14 days of the contract being made.

If you ask us to start work during the 14-day cancellation period, you agree that:

- you may need to pay for work carried out before cancellation;
- if the service is fully performed within the cancellation period at your request, you may lose the right to cancel once the service has been completed.

We may ask you to confirm expressly that you want work to begin during the cancellation period.

18. Refunds

Refunds are not provided for work already carried out, time reserved, services already delivered or approved work, except where required by law.

If a refund is due, we may deduct a reasonable amount for work already completed, costs incurred and value already provided.

19. Intellectual property: client materials

You retain ownership of the footage, materials, trademarks, brand assets and content you provide to us.

You grant us a licence to use those materials for the purpose of providing the services, including editing, storing, transferring, reviewing, exporting and delivering the work.

You confirm that you have all rights, permissions, licences and consents needed for us to use the materials as instructed.

20. Intellectual property: our work

Unless otherwise agreed in writing, once you have paid all fees due for a project, we assign to you our rights in the final edited video deliverables created specifically for you, excluding our background materials.

Our background materials include any pre-existing templates, systems, workflows, project files, presets, editing techniques, processes, know-how, methods, internal documents, plugins, style frameworks and reusable assets developed independently of your project.

We retain ownership of our background materials and grant you a licence to use them only as incorporated into the final deliverables.

21. Project files and working files

Unless expressly agreed in writing, project files, timelines, source project files, working files, editable files, presets, templates and internal production files are not included in the deliverables.

If you require project files, this must be agreed separately and may be subject to an additional fee and specific licence terms.

22. Third-party materials

Some deliverables may include third-party materials such as stock footage, music, sound effects, graphics, fonts, plugins, software, platform tools or licensed assets.

Your use of third-party materials may be subject to third-party licence terms. We are not responsible for your use of third-party materials outside the scope of the relevant licence.

23. Portfolio use and publicity

Unless an NDA or written agreement says otherwise, you allow us to refer to you as a client and to use publicly available work we have created for you in our portfolio, website, social media, case studies, proposals and marketing materials.

If the work is confidential, unpublished or subject to a separate NDA, we will seek written approval before using it publicly.

24. Confidentiality

Each party agrees to keep confidential information received from the other party confidential and to use it only for the purpose of performing or receiving the services.

Confidential information does not include information that is already public, already known to the receiving party, independently developed or lawfully received from another source.

25. Data protection

Each party agrees to comply with applicable data protection laws.

Where we process personal data on your behalf as a processor, the Data Processing Addendum below will apply unless a separate data processing agreement is agreed.

You are responsible for ensuring you have a lawful basis and all necessary notices, permissions and consents for any personal data you provide to us, including personal data contained in footage, audio, transcripts, documents, analytics, customer information or platform access.

26. Platform access

If you provide us with access to YouTube, Google Drive, social media accounts, analytics platforms, email platforms, cloud storage, ad accounts, websites or other systems, you are responsible for:

- granting appropriate access levels;
- removing access when no longer needed;
- ensuring account security;
- backing up account data;
- complying with platform terms.

We are not responsible for platform outages, algorithm changes, account restrictions, deleted content, demonetisation, copyright claims, takedowns or other platform decisions outside our control.

27. Performance and results

We do not guarantee any specific performance outcome, including views, subscribers, watch time, leads, enquiries, sales, revenue, rankings, virality, retention, click-through rate or channel growth.

Any examples, results, projections, estimates or case studies are illustrative only and do not guarantee that you will achieve the same or similar results.

28. Compliance and content responsibility

You are responsible for the accuracy, legality and compliance of the content you publish.

This includes responsibility for:

- claims made in videos;
- financial, legal, health or regulated advice;
- advertising claims;
- testimonials;
- intellectual property clearance;
- disclosure of sponsored content;
- platform compliance;
- industry-specific rules;
- permissions from people appearing in footage.

We may raise concerns where we notice a potential issue, but we are not responsible for legal, regulatory or compliance review unless expressly agreed in writing.

29. Limitation of liability

Nothing in these terms limits or excludes liability where it would be unlawful to do so.

Subject to that, our total liability arising out of or in connection with a project or agreement will be limited to the total fees paid by you for the relevant project or, for a monthly retainer, the fees paid in the three months before the event giving rise to the claim.

We are not liable for loss of profits, loss of sales, loss of business, loss of opportunity, loss of goodwill, loss of reputation, loss of data, platform penalties, algorithm changes, account restrictions or indirect or consequential loss.

30. Indemnity

You agree to indemnify us against losses, claims, damages, liabilities, costs and expenses arising from:

- materials you provide;
- your breach of these terms;
- your infringement of third-party rights;
- your breach of platform rules;
- unlawful, inaccurate or misleading content you publish;
- claims relating to products, services, advice or information promoted in your content.

31. Termination

Either party may terminate an agreement immediately by written notice if the other party materially breaches the agreement and fails to remedy the breach within 14 days of being asked to do so.

We may terminate or suspend services immediately if:

- payment is overdue;
- you fail to provide required materials or feedback;
- you ask us to work on unlawful, harmful or unethical content;
- continuing the relationship would create legal, reputational or operational risk;
- you behave abusively towards our team.

32. Effects of termination

On termination:

- you must pay all fees due for work completed, time reserved and costs incurred;
- we may withhold final files until all outstanding fees are paid;
- each party must return or delete confidential information where reasonably required;
- clauses intended to survive termination will continue to apply.

33. Force majeure

We are not responsible for delay or failure caused by events outside our reasonable control, including illness, power outages, internet failures, platform outages, supplier issues, strikes, extreme weather, fire, flood, war, civil unrest, cyber incidents, government action or other events beyond our control.

34. Non-solicitation

During the agreement and for 12 months after it ends, you must not directly or indirectly solicit, hire, contract with or attempt to hire or contract with any employee, contractor, editor, designer, project manager or supplier introduced to you through us without our written consent.

If you breach this clause, you agree that we may suffer significant loss, including recruitment, training and replacement costs.

35. Changes to these terms

We may update these terms from time to time. The terms in force when you accept a quote, proposal or order will apply to that project unless otherwise agreed.

36. Governing law and jurisdiction

These terms are governed by the laws of England and Wales. The courts of England and Wales will have exclusive jurisdiction, except where consumer law gives a consumer the right to bring proceedings elsewhere.

4. Cancellation and Refund Policy

1. About this policy

This Cancellation and Refund Policy applies to services purchased from Greenhorn Creative through our website, by email, by invoice, through Stripe or through another agreed payment method.

2. Business customers

If you are buying as a business customer, cancellation and refund rights are governed by the proposal, quote, invoice, statement of work, service agreement and our Client Service Terms.

Unless otherwise agreed in writing, fees are not refundable for work already carried out, time reserved, services already delivered, approved work or monthly retainers already started.

3. Consumer customers

If you are buying as a consumer online, you may have a legal right to cancel within 14 days of the contract being made.

To cancel, you must contact us clearly at gordon@greenhorncreative.com and state that you wish to cancel.

4. Starting work during the cancellation period

If you ask us to begin work during the 14-day cancellation period, you agree that:

- you may have to pay for work carried out before cancellation;
- any refund may be reduced to reflect the work already performed;
- if the service is fully performed at your request during the cancellation period, you may lose the right to cancel once the service is completed.

5. Refund process

If a refund is due, we will process it using the original payment method where reasonably possible. Refund timing may depend on the payment provider, bank or card issuer.

6. Non-refundable items

Unless required by law, refunds are not provided for:

- completed editing work;
- approved deliverables;
- work already started at your request;
- strategy calls already delivered;
- digital deliverables already supplied;
- retainers already started;
- third-party costs already incurred;
- cancelled projects where production time has already been reserved.

5. Privacy Policy

1. About this Privacy Policy

This Privacy Policy explains how Greenhorn Creative collects, uses and protects personal information.

Greenhorn Creative is operated by Greenhorn Creative Ltd. We are registered in England and Wales under company number 08286463. Our registered office is 17 Walkergate, Berwick-Upon-Tweed, Northumberland, United Kingdom, TD15 1DJ. You can contact us at gordon@greenhorncreative.com.

For data protection purposes, Greenhorn Creative Ltd is the controller of personal data we collect and use for our own business purposes.

2. Personal data we collect

We may collect and use the following types of personal data:

- name;
- email address;
- phone number;
- business name;
- job title;
- billing information;
- payment information;
- VAT or tax-related information;
- enquiry details;
- project briefs;
- video footage, audio, transcripts and other production materials;
- images, likenesses and voices of people appearing in footage;
- client communications;
- feedback, testimonials and survey responses;
- website usage information;
- marketing preferences;
- IP address, device information, browser type and cookie data;
- information from tools such as Stripe, Mailchimp, Google Drive, YouTube, Google services, analytics tools, scheduling tools, embedded video tools and website forms.

3. How we collect personal data

We may collect personal data when you:

- visit our website;
- submit a contact form;
- subscribe to our emails;
- book a call;
- request a quote;
- become a client;
- upload files or footage;
- give us access to cloud storage or platform accounts;
- communicate with us by email, phone, video call, social media, Slack or another channel;
- pay an invoice or complete a payment;
- interact with our marketing or website content.

4. How we use personal data

We may use personal data to:

- respond to enquiries;
- provide quotes and proposals;
- deliver video editing and creative services;
- manage projects and client relationships;
- process payments and invoices;
- manage accounts and records;
- provide customer support;
- send service updates;
- send marketing emails where permitted;
- improve our website, services and marketing;

- manage security, fraud prevention and legal compliance;
- enforce our terms;
- comply with tax, accounting and legal obligations.

5. Lawful bases

We rely on one or more of the following lawful bases:

- contract: where processing is necessary to provide services or take steps before entering a contract;
- legitimate interests: to operate, manage, improve and promote our business, provided those interests are not overridden by your rights;
- consent: for certain marketing, cookies or optional uses where consent is required;
- legal obligation: where we must process information to comply with the law.

6. Marketing

We may send marketing emails to people who have opted in or where the law allows us to contact business contacts about relevant services.

You can unsubscribe from marketing emails at any time using the unsubscribe link or by contacting us at gordon@greenhorncreative.com.

7. Cookies and analytics

We use cookies and similar technologies on our website. Some cookies are necessary for the website to work. Others may help us understand website usage, improve the site or support marketing.

For more information, see our Cookie Policy.

8. Sharing personal data

We may share personal data with trusted service providers and partners where necessary, including:

- payment providers such as Stripe;
- email marketing providers such as Mailchimp;
- cloud storage providers such as Google Drive or other Google services;
- video platforms such as YouTube;
- website hosting providers;
- analytics and advertising providers;
- scheduling, CRM, project management and communication tools;
- accountants, bookkeepers, legal advisers and professional advisers;
- contractors, editors, designers and project managers who help us deliver services;
- regulators, authorities or other third parties where required by law.

We only share personal data where we have a lawful basis and where appropriate safeguards are in place.

9. International transfers

Some providers we use may process personal data outside the UK. Where this happens, we take steps designed to ensure that appropriate safeguards are in place, such as adequacy regulations, approved contractual terms or other lawful transfer mechanisms.

10. Data retention

We keep personal data only for as long as reasonably necessary for the purposes set out in this policy, including to provide services, manage records, comply with legal obligations, resolve disputes and enforce agreements.

As a general guide:

- enquiry records may be kept for up to 3 years;
- client records, contracts, invoices and tax records may be kept for up to 7 years;
- project files and footage may be kept for the period needed to deliver the service and for a reasonable period afterwards, unless agreed otherwise;
- marketing data is kept until you unsubscribe or ask us to delete it, subject to suppression list requirements;
- website analytics data may be retained according to the settings of the relevant analytics provider.

11. Security

We use reasonable technical and organisational measures to protect personal data. However, no online system can be completely secure. You are responsible for using secure passwords, controlling access to files you share with us and keeping your own backups.

12. Your rights

Depending on the circumstances, you may have the right to:

- access your personal data;
- correct inaccurate personal data;
- request deletion;
- restrict processing;
- object to processing;
- request data portability;
- withdraw consent where processing is based on consent;
- complain to the UK Information Commissioner's Office.

To exercise your rights, contact us at gordon@greenhorncreative.com.

13. Complaints

If you are unhappy with how we use your personal data, please contact us first so we can try to resolve the issue.

You also have the right to complain to the Information Commissioner's Office.

14. Updates

We may update this Privacy Policy from time to time. The updated version will be posted on our website.

6. Cookie Policy

1. About this Cookie Policy

This Cookie Policy explains how Greenhorn Creative uses cookies and similar technologies on www.greenhorncreative.com.

2. What are cookies?

Cookies are small text files placed on your device when you visit a website. Similar technologies may include pixels, tags, local storage and tracking scripts.

3. Types of cookies we may use

We may use the following types of cookies:

Strictly necessary cookies

These are needed for the website to work properly, such as security, page navigation, forms, payment functionality and basic website operation.

Analytics cookies

These help us understand how visitors use the website, which pages are visited, how people find the site and how we can improve it.

Marketing cookies

These may be used to measure advertising performance, build audiences or support marketing activity across platforms.

Functionality cookies

These remember preferences or enable enhanced functionality, such as embedded content, scheduling tools, videos or forms.

4. Third-party cookies and tools

Our website may use cookies or similar technologies from third-party providers, such as:

- Google services, including analytics, tags, fonts, maps, YouTube embeds or Google Drive-related services;
- YouTube video embeds;
- Stripe payment pages or payment functionality;
- Mailchimp email marketing or forms;
- website hosting, security or performance tools;
- scheduling, CRM, advertising or analytics tools.

The exact cookies used may change depending on the tools active on the website.

5. Consent

Where required, we will ask for your consent before setting non-essential cookies. You can accept, reject or manage cookie preferences using the cookie banner or settings tool on our website.

Strictly necessary cookies do not require consent, but we still explain them in this policy.

6. Managing cookies

You can manage cookies through our cookie consent tool where available. You can also control or delete cookies through your browser settings.

Blocking some cookies may affect how the website works.

7. Updates

We may update this Cookie Policy from time to time, especially if we add or remove website tools.

7. Data Processing Addendum

1. About this addendum

This Data Processing Addendum applies where Greenhorn Creative processes personal data on behalf of a client as part of providing services.

It forms part of the agreement between the client and Greenhorn Creative Ltd, trading as Greenhorn Creative.

2. Roles of the parties

For personal data we process on behalf of the client, the client is the controller and Greenhorn Creative is the processor.

For personal data we process for our own business purposes, such as billing, client management, marketing, accounting and business administration, Greenhorn Creative acts as controller.

3. Processing instructions

We will process client personal data only on documented instructions from the client, unless required by law.

The client's instructions include the relevant service agreement, project brief, written communications and reasonable instructions given during the project.

4. Subject matter and duration

The subject matter of the processing is the provision of YouTube video editing, content production, creative and related services.

The duration of processing is the term of the client relationship and any reasonable period afterwards required for delivery, backups, records, legal obligations or agreed retention.

5. Nature and purpose of processing

Processing may include:

- receiving files and footage;
- storing project materials;
- reviewing and editing footage;
- creating transcripts or captions;
- exporting and delivering video files;
- sharing drafts for review;
- communicating with the client;
- managing project workflows;
- providing publishing or platform support where agreed.

6. Types of personal data

Personal data may include:

- names;
- email addresses;
- phone numbers;
- images and likenesses;
- voice recordings;
- video footage;
- audio recordings;
- transcripts;
- social media handles;
- job titles;
- client, employee, customer, guest or contributor information;
- analytics data;
- login or access information where provided;
- any personal data contained in materials supplied by the client.

7. Categories of data subjects

Data subjects may include:

- the client;
- client employees, contractors and representatives;

- video presenters;
- podcast guests;
- interviewees;
- customers;
- audience members;
- contributors;
- people appearing in footage, audio, images or documents.

8. Processor obligations

Greenhorn Creative will:

- process personal data only on documented instructions;
- ensure people authorised to process the data are subject to confidentiality obligations;
- take appropriate technical and organisational security measures;
- assist the client where reasonably possible with data subject requests;
- assist the client with security, breach and compliance obligations where reasonably required;
- delete or return personal data at the end of the services where reasonably possible, unless retention is required by law or legitimate business need;
- make available information reasonably necessary to demonstrate compliance;
- notify the client without undue delay if we become aware of a personal data breach affecting client personal data.

9. Sub-processors

The client gives general authorisation for Greenhorn Creative to use sub-processors and service providers necessary to provide the services, including cloud storage, payment, communication, project management, editing, transcription, delivery, hosting, email, analytics and contractor support.

We will take reasonable steps to ensure sub-processors are subject to appropriate data protection obligations.

10. International transfers

Where personal data is transferred outside the UK, we will take reasonable steps to ensure that appropriate safeguards are in place where required.

11. Client obligations

The client confirms that:

- it has a lawful basis for all personal data provided to us;
- it has provided all required privacy information to data subjects;
- it has obtained all necessary permissions and consents;
- its instructions comply with data protection law;
- it will not provide unnecessary, excessive or unlawful personal data.

12. Security

We will use reasonable measures to protect client personal data, which may include access controls, password-protected accounts, restricted sharing, secure cloud storage and limiting access to people who need it for the project.

The client remains responsible for controlling access to its own accounts, platforms and shared folders.