

THE LEGAL STUFF - PRIVACY POLICY

PURPOSE OF THIS PRIVACY NOTICE

This privacy notice ("**Privacy Notice**") explains Trouble Maker's processing of your personal data in connection with its business activities, including the provision of our website at <https://www.troublemaker.co.uk> ("**Site**") and the services that we provide to our clients ("**Services**").

This Privacy Notice also provides other important information about our processing of your personal data, including the rights that you have.

Please take a moment to read and understand this Privacy Notice. We may occasionally notify you of any significant changes that we make to this Privacy Notice, including to reflect any changes or proposed changes to our use of your personal data, but we encourage you to periodically review this Privacy Notice to keep up to date.

This Privacy Notice should also be read in conjunction with:

- The Cookie Preferences feature that we make available through our Site, together with the Our use of Cookies section, which contains further information about the cookies and similar technologies ("**Cookies**") that we use.
- Our Terms of Service which governs your access to and use of our Site.

SCOPE OF THIS PRIVACY NOTICE

This Privacy Notice:

- Only applies to the use of your personal data obtained by us, whether from you directly or from a third party. It does not apply to personal data collected by third parties during your communications with those third parties or your use of their products or services (for example, where you follow links on our Site to third party websites over which we have no control).
- Only applies to our processing of personal data in connection with our Site and our Services. It is not intended to cover the processing of workplace personal data.
- Is intended to meet the requirements of privacy laws of the UK and the European Union, in particular the European Union's General Data Protection Regulation

("EU GDPR") and the UK Data Protection Act 2018 and the UK GDPR (as defined in the 2018 Act).

ABOUT US

The Site and Services are made available by Trouble Maker Inc Limited ("**Trouble Maker**", "**we**", "**us**" or "**our**"). We are a company established under the laws of England and Wales with registered company number 12023167 and whose registered office is at Old Sessions House, 22 Clerkenwell Green, London EC1R 0NA.

Trouble Maker Inc Limited is the controller of your personal data, although in some circumstances we may carry out the activities referred to in this Privacy Notice in our capacity as a data processor (where our clients are the controller and we process your personal data on behalf of our clients). We have made this distinction clear in the Privacy Notice.

HOW TO CONTACT US

If you have any questions about this Privacy Notice or want to exercise Your data protection rights set out below in this Privacy Notice, you can contact us using the following methods:

Email

Send us an email at: info@troublemaker.co.uk

Post

Write to us at: Trouble Maker Inc Limited, Old Sessions House, 22 Clerkenwell Green, London EC1R 0NA

Telephone

Call us on: [+44 \(0\)207 867 3721](tel:+442078673721)

TYPE OF PERSONAL DATA WE COLLECT AND PROCESS

In providing our Site and our Services, we may collect and process different types of personal data about you for different purposes. The types of personal data we collect depends on a number of factors, including who you are, how you use our Site, and you or your organisation's role in relation to the Services that we provide to our clients. It may include the following (as applicable):

Identity Data

First name; last name; job title; company name.

Contact Data

Physical address; email address; telephone/mobile phone number; social media handle.

Applicant Data

Date of birth; gender; country; nationality; information contained in a CV (including work experience and education); dietary requirements; any other personal data that you may provide in advance of/during your supply of services to us.

Image Data

Photos; video recordings.

Transaction Data

Details about payments made between you and us in connection with our Services or the services that you or your organisation provides, including bank account details and/or partial payment card details; your billing address; details of our Services or your services.

Profile Data

Interests and preferences that you communicate to us or that we observe about you in relation to the Services that we provide; information collected in connection with your participation in any promotions or competitions; feedback and survey responses; details of any communication between you and us, including the content of any email or telephone communications.

Behavioural Data

Data observed or collected in connection with your browsing activity on our Site (or on online services that are used in connection with our Services) or your interaction with our emails or our social media pages; information about when your current or previous sessions on our Site started; the referring website addresses that sent you to our Site; details about any pages of our Site that you viewed.

Technical Data

IP address; full web page URL; browser type; device type and operating system; geolocation; any other unique numbers assigned to your device.

Marketing and Communications Data

Marketing preferences; service communication preferences.

Public Data

Information contained in articles that you have published or featured in or in presentations that you have participated in (or similar); information that you publish on social media (including LinkedIn), websites or blog posts about you (including your work history and credentials); information about your interests or affiliations or publicly stated positions on political, corporate and similar matters.

For more information about the personal data we collect please refer to the How we use personal data section.

HOW WE COLLECT PERSONAL DATA

We may collect and receive personal data using different methods:

Personal data you provide to us

You may give us your personal data directly, for example: when you obtain Services from us; when you contact or provide feedback to us; when you subscribe to receive our marketing communications; and in connection with our recruitment activities.

Personal data we collect using Cookies

We collect certain Technical Data and Behavioural Data through our use of Cookies. See the Site insight and analysis section for further information about how we use this personal data.

To find out more about our use of Cookies, see the Our use of Cookies section of this Privacy Notice. You can also find out more and manage your preferences in relation to Cookies that we use on our Site by scrolling to the bottom of this page and clicking the 'cookie preferences' link in our footer.

Personal data received from third parties

We may receive personal data about you from third parties. Such third parties may include analytics providers, data brokers, third party directories and third parties that provide technical services to us so that we can provide our Site and our Services.

Publicly available personal data

From time to time, we may collect personal data about you (Identity Data, Contact Data, or Public Data) that is publicly available through third party sources (including open source data sets or media reports) or that you or a third party may otherwise make publicly available (for example through social media posts, speeches at events, or by publishing articles or other news stories).

WHO WE COLLECT PERSONAL DATA ABOUT

We collect and process personal data relating to the following people:

Site visitors

We will collect and process your personal data in connection with your use of our Site.

People who contact us with enquiries

If you contact us with an enquiry through our Site, submit a complaint or provide any feedback to us in our surveys and feedback forms, we will collect and process your personal data in connection with your interaction with us.

Client personnel

We may collect and process your personal data in connection with the supply of Services to you and/or your organisation.

Individuals we work with

If you are an individual and you supply services or content to us (for example, where you are a freelancer, contractor, or sole trader, including where you are talent that features in content or a marketing campaign that we produce for our clients), we may collect or process your personal data in connection with the services that you provide.

Partner and supplier personnel

If you (or your organisation) supply products or services to us or otherwise partner with us, we may collect and process your personal data in connection with our receipt of those products and services and/or partnership.

Visitors to our offices, studios, production sites

If you attend our physical office or other locations from which we are working, we may process personal data that you volunteer in connection with your visit and any enquiries you make. For example, you may volunteer personal data when signing in as a guest, or when you register for and access our guest Wi-Fi network at our premises. CCTV footage may also be collected for security purposes.

Event attendees

If you attend one of our events, we will process personal data about you in connection with your attendance at the event. For example, we may ask you to complete a registration or feedback form, or other documents relating to the event.

Job applicants

If you apply for a job with us, whether through the Site or otherwise, we will collect and process your personal data in connection with your application.

Members of the public

We may process your data in connection with the provision of the Services to our clients (for example, if we produce content in a public space and you feature in that content).

HOW WE USE PERSONAL DATA

Operation and analysis of our Site

To provide our Site to you

When you browse our Site, we collect and process Technical Data so that we can provide our Site to you, including to ensure that we're showing you the correct notices and information.

Our legal basis for processing

It is necessary for us to use your personal data to perform our obligations in accordance with any contract that we may have with you, or it is in our legitimate interest to use personal data in such a way to ensure that we provide access to our Site in a secure and effective way.

Site insight and analysis

We and our third-party partners use cookies, web beacons, pixel tags and other similar technologies (which we generically refer to as "**Cookies**") to collect data from the devices that you use to access our Site or to open our emails. The data that is collected includes Behavioural Data and Technical Data.

We and our third-party partners use this data to analyse your interactions with our Site and our emails, and to improve the effectiveness of our Site and emails, including to:

- Count users who have visited our Site or opened an email, and to collect other types of aggregate information, including insights about visitor browsing habits;
- Assess the effectiveness of our content, including to help us understand the type of marketing content that is most likely to appeal to our clients;
- Learn what parts of our Site and which of our emails are of most interest, and to understand what kind of features and functionalities visitors to our Site like to see;
- To improve our Site and our emails, including the content and the structure and navigation of our Site; and
- Track receipt of an email we send to you.

To find out more about our use of Cookies, see the Our use of Cookies section. You can also find out more information about Cookies that we use in connection with our Site and manage your preferences by scrolling to the bottom of this page and clicking the 'cookie preferences' link in our footer.

Our legal basis for processing

Where your data is collected through the use of non-essential cookies, we rely on consent to collect your personal data and for the onward processing purpose.

In some limited circumstances, we may rely on another lawful basis when we use your personal data collected via the use of cookies. For example, where we use personal data collected through the use of analytics cookies to analyse how you interact with our emails, it is in our legitimate interest to use your personal data in such a way for the above purposes.

Interacting with you through social media

Marketing and engagement through social media

We may collect or process personal data (including certain Contact Data, Identity Data, Profile Data and Public Data) of persons that engage with us through our social media channels, such as YouTube, Twitter, LinkedIn or Instagram (including by commenting or posting on our social media pages or by otherwise communicating with us via social media). We do this to promote us and our Services and to generally engage with individuals through social media in connection with our business.

Our legal basis for processing

It is in our legitimate interests to process personal data in this way so that we can market us and our Services effectively.

Analysis of social media interactions

If you click on one of the social media links on our Site or otherwise interact with our social media pages such as on Twitter, LinkedIn or Instagram (including interacting with any 'like' or similar embedded features on our Site or social media accounts), we and the relevant social media platform may receive and share certain Technical Data and Behavioural Data relating to such interaction. Where we receive this information from social media platforms, we generally receive it in an aggregate and anonymous format which does not identify you.

We use this information to analyse your interactions with our social media channels, including to count visits and to assess the effectiveness of our social media content.

The relevant social media platform may also be a controller in respect of the personal data that is collected via your use of our social media pages and may use that personal data for additional purposes. For details of how the relevant social media platform uses your personal data, please see the privacy notice of the relevant social media platform.

Our legal basis for processing

It is in our legitimate interest to use personal data in the ways described above to ensure that we provide the Site in an effective way and to promote our Site via social media.

Providing our Services and receiving services from others

Identifying, hiring and managing individuals that support the Services we provide to Clients

As part of the Services that we provide to our clients, we may identify and engage individuals (including freelancers, contractors, sole traders, and talent to feature in content or a marketing campaigns for our Clients). In doing so, we may collect and maintain in our database Identity Data, Contact Data, Applicant Data, Image Data, Profile Data, Transaction Data and Public Data.

We use this personal data in connection with our client's marketing campaigns, including for the purpose of selecting and working with talent. We may obtain this information directly from individuals , from third party agencies, or from publicly available sources.

When creating content featuring you, we will process your Image Data, which may be associated with certain other personal data described above (where relevant to your appearance). For example, your Image Data may be published alongside your Identity Data.

Our legal basis for processing

It is in our legitimate interests (or those of our client) to process talent personal data in this way to enable us to provide our Services.

Where we process special category data in connection with this purpose that was collected from you directly, we will only do so with your explicit consent. Where we obtain this special category data from publicly available sources, we will rely on the fact that the individual made such information manifestly public. Where we do this on behalf of our clients as a data processor, we do not require a legal basis for such processing.

Receipt of services from third party suppliers

If we have engaged you or your organisation to provide us or our clients with services (for example, IT support or financial advice), we may collect and process your personal data (including Contact Data, Identity Data and Public Data) in order to manage our or our clients' relationship with you or your organisation, to receive services from you or your organisation and, where relevant, to provide our Services.

Our legal basis for processing

It is necessary for us to use personal data in this way to perform our obligations in accordance with any contract that we may have with you or your organisation, or it is

in our legitimate interest to use personal data in such a way to ensure that we have an effective working relationship with you or your organisation and are able to provide our Services to others in an effective way.

Where we do this on behalf of our clients as a data processor, we do not require a legal basis for such processing.

Events

Organising and hosting events

From time to time, we may organise and host road shows and other industry events to promote our Services or on behalf of clients. For this purpose we may process data including Identity Data and Contact Data to communicate with you about such events where you have specifically requested information about such events or where we have another lawful basis for sending that information to you.

If you attend one of our events, we may use your personal data to record your attendance at the event and for related record-keeping purposes and, if relevant, we may collect and process any dietary or other requirements you may have. You may also feature in photographs taken at our events and such photographs may appear in publications we send to our clients and/or publish on our Site, in print or other media.

Our legal basis for processing

It is necessary for us to use personal data in this way to perform our obligations in accordance with any contract that we may have with the individual, or it is in our or our client's legitimate interest to use personal data in such a way to ensure that we provide our services in an effective and efficient way.

If we specifically ask your permission to use your photographs, quotes, testimonials or other content, then our processing of such personal data will be based on consent.

Where we put on events solely at the specific request of our clients we do so in our capacity as our client's data processor and therefore do not require a legal basis to process personal data.

Promotional and marketing activities

To promote our Services to you

If you or your organisation express an interest in our Services or we otherwise think that you may be interested in our Services, we may use your Identity Data, Contact

Data, Profile Data and Public Data so that we can tell you about us and our Services and respond to your expression of interest.

Our legal basis for processing

It is in our legitimate interest to use your personal data to ensure that we respond to your expression of interest in an effective manner or to otherwise tailor the information that we provide to you.

To market us and our Services to you

We will use your Identity Data, Contact Data and Marketing and Communications Data to send you marketing communications that promote us, our Services and our events by email or via third party encrypted platforms such as WhatsApp.

Our legal basis for processing

We will only send you email marketing if you consent to receive it (i.e. by signing up to our mailing list).

Recruitment

Managing applications to work with us

If individuals apply for a job with us or otherwise express an interest in working for us, we will collect Identity Data, Contact Data, Applicant Data, Public Data and any other information relevant to potential recruitment at Trouble Maker. We use such personal data for the following purposes: a) to assess the individual's suitability for any position for which they applied (or future positions for which we think the individual may be suitable), including employment, summer placements or internships and also any business support or services role, whether such application has been received by us online, via email or by hard copy or in person application or through a third party recruitment agency; b) to take any steps necessary to enter into any contract of employment (or otherwise) with the individual; c) to comply with any regulatory or legal obligations in relation to any such application; and d) to review our equal opportunity profile in accordance with applicable legislation. We do not discriminate on the grounds of gender, race, ethnic origin, age, religion, sexual orientation, disability or any other basis covered by local legislation. All employment related decisions are made entirely on merit.

Our legal basis for processing

Where we use personal data in connection with recruitment it will be in connection with us entering into a legal contract with individuals or it is in our legitimate interest to use personal data in such a way to ensure that we can make the best recruitment decisions for Trouble Maker, or it is our legal obligation to use such personal data to comply with any legal obligations imposed upon us. We will not process any special

category data except where we are able to do so under applicable legislation or with the individual's explicit consent.

Business, Financial and Legal Administration

Visiting our premises, studios or production sites

If an individual visits any of our premises, studios and/or production sites we may collect personal data including Identity or Contact Data as part of our sign in process. We may also capture their image on our surveillance camera or CCTV.

If an individual registers as a guest user for free Wi-Fi access at any of our premises, we may collect personal data including Identity and Contact Data as part of the registration process. We may also process Behavioural and Technical Data in connection with any use of this free Wi-Fi service for monitoring and record-keeping purposes, including to identify the source of service requests, optimise and maintain performance of the Wi-Fi service, and investigate and prevent system abuse.

Our legal basis for processing

It is in our legitimate interests to process personal data in this way for security reasons.

Where we process personal data in connection with providing access to our free Wi-Fi service, it is in our legitimate interests to process personal data in this way to provide the service. Where we monitor use of our free Wi-Fi service to ensure proper use of the system, we process personal data for monitoring and record-keeping purposes based on guest user consent.

Business administration, finance, and legal compliance

We may use personal data, including Identity Data, Contact Data, Transaction Data, Public Data, for the following business administration and legal compliance purposes:

To facilitate the operation or effective management of our business;

- For financial, accounting and tax purposes;
- To comply with our legal obligations;
- To enforce or protect our legal rights;
- To deal with complaints;
- To protect the rights of third parties (including where health or security of an individual is endangered (e.g. a fire)); and
- In connection with a business transition or sale such as a merger, re-organisation, acquisition by another company, or sale of all or a portion of our assets.

Our legal basis for processing

Where we use personal data in connection with a business transition, to enforce our legal rights or to protect the rights of third parties, it is in our legitimate interest to do so. For all other purposes described in this section, we will rely on our obligation to comply with law (including any court order) to process such personal data.

We will not process any special (or sensitive) categories of personal data or personal data relating to criminal convictions or offences except where we are able to do so under applicable legislation or with the individual's explicit consent.

IF YOU FAIL TO PROVIDE YOUR PERSONAL DATA

Where we are required by law to collect your personal data, or we need to collect your personal data under the terms of a contract we have with you, and you fail to provide that personal data when we request it, we may not be able to perform the contract we have or are trying to enter into with you. This may apply where you do not provide the personal data we need in order to provide the Services you have requested from us or to process an application for employment with us. In this case, we may have to cancel your application or the provision of the relevant Services to you, in which case we will notify you.

SHARING YOUR PERSONAL DATA

We only share personal data with others when we are legally permitted to do so. When we share personal data with others, we put contractual arrangements and security mechanisms in place to protect the personal data shared and to comply with our data protection, confidentiality and security standards and obligations. When processing your personal data, we may need to share it with third parties, as set out in the table below. This list is non-exhaustive and there may be circumstances where we need to share personal data with other third parties.

Clients

We may share personal data with our clients for the purposes of providing them with Services.

Suppliers and partners

We may share personal data with various suppliers and/or partners that assist us in providing our Services and our work, including (for example) event management companies and venues.

Third-party IT suppliers

We may share personal data with third parties who support us in providing our Site and help provide, run, and manage our internal IT systems. Such third parties may also include, for example, providers of information technology, cloud-based

software-as-a-service providers, identity management, website design, hosting, optimisation and management, data analysis, data back-up, security, and storage services. The servers powering and facilitating that cloud infrastructure are located in secure data centres around the world, and personal data may be stored in any one of them. We may also share your personal data with third-party service providers to assist us with insight analytics.

Payment providers and banks

We may share personal data with third parties who assist us with our invoicing and/or making/receiving payments.

Third-party email marketing and CRM providers

We may share personal data with a variety of third party email marketing providers who assist us in delivering our email marketing campaigns and managing our marketing database.

Recruitment agencies and related organisations

We may share personal data with external recruiters and third-party providers that undertake background checks on our behalf for recruitment purposes.

Auditors, lawyers, accountants and other professional advisers

We may share personal data with professional services firms who advise and assist us in relation to the lawful and effective management of our organisation and in relation to any disputes we may become involved in.

Law enforcement or other government and regulatory agencies and bodies

We may share personal data with law enforcement or other government and regulatory agencies or other third parties as required by, and in accordance with, applicable law or regulation.

Other third parties

Occasionally, we may receive requests from third parties with authority to obtain disclosure of personal data, such as to check that we are complying with applicable law and regulation, to investigate an alleged crime, or to establish, exercise or defend legal rights. We will only fulfil requests for personal data where we are permitted to do so in accordance with applicable law or regulation.

OUR USE OF COOKIES

We use Cookies for some of the purposes described in this Privacy Notice, including the Site insight and analysis section. To find out further information about the Cookies that we use on our Site and how you can manage your consent to our use of

non-essential Cookies, please scroll to the bottom of this page and click the 'cookie preferences' link in our footer.

Please note, you can also manage your Cookie preferences using functionality provided by your browser, but please be aware that in order to use some parts of our Site you will need to allow certain Cookies. If you block or subsequently delete certain Cookies, some aspects of our Site may not work properly and you may not be able to access all or part of our Site. For more information on cookie management and blocking or deleting cookies for a wide variety of browsers, visit All About Cookies.

In addition, if you do not want to be tracked by Google Analytics, you can install the Google Analytics opt-out browser add-on (but this will only work on certain browsers). Please also be aware that, when you access our Site via Google applications such as Google Chrome, Google may collect user information for the purpose of serving personalised advertising across your devices. These cookies are dropped for Google's own purposes and as such we do not have any control over how or when they are dropped. You will need to opt out of receiving these cookies via your Google settings. For more information about how Google collects and uses your personal information see Google's Privacy Notice. Please note that other browsers may use similar tools that are operated by other third parties.

DATA TRANSFERS OUTSIDE THE UK AND THE EEA

We may transmit personal data to third parties (as listed in the Sharing your personal data section that are located in countries that do not have data protection laws that protect personal data to the same standard as the UK GDPR and the EU GDPR. Such countries may not give you the same rights in relation to your personal data and may not have a data protection supervisory authority to help you if you have any concerns about the processing of your personal data.

However, when transferring your personal data to such countries, we will ensure that, where required by applicable law, at least one of the following safeguards is implemented:

- **Adequacy decisions:** we will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the UK Government or the European Commission.
- **Standard Contractual Clauses:** we may use specific contracts approved by the UK Government or the European Commission, which are referred to as "Standard Contractual Clauses" or "SCCs". These contracts require third parties to give personal data the same protection it has in the UK and EU. To find out more

about the SCCs we use, please see: Standard contractual clauses for international transfers | European Commission (europa.eu) or please contact us as set out in the How to contact us section.

OBTAINING AND WITHDRAWING YOUR CONSENT

Where our use of your personal data requires your consent, you can provide such consent at the time that we collect your personal data following the instructions provided, or by informing us using the contact details set out in the How to contact us section.

Please note that if you specifically consent to additional uses of your personal data, we may use your personal data in a manner consistent with that consent.

You can withdraw your consent using functionality that we make available to you (for example, by following an unsubscribe link found in one of our marketing emails) or by contacting us using the contact details set out in the How to contact us section.

CONFIDENTIALITY AND SECURITY OF YOUR PERSONAL DATA

We are committed to keeping the personal data you provide to us secure and we have implemented information security policies, rules and technical measures to protect the personal data under our control from unauthorised access, improper use or disclosure, unauthorised modification and unlawful destruction or accidental loss. In addition, all our employees and data processors (i.e. those who process your personal data on our behalf) that have access to and are associated with the processing of personal data are obliged to respect the confidentiality of personal data.

YOUR DATA PROTECTION RIGHTS

You have certain rights in relation to the personal data we hold about you. These rights include the right: (i) to obtain copies of your personal data; (ii) to have your personal data corrected or deleted; (iii) to limit the way in which your personal data is used; (iv) to object to our use of your personal data; (v) to transfer your personal data; (vi) not to be subject to decisions based on automated processing (including profiling); and (vii) to complain to a supervisory authority. If you would like to exercise any of these rights, please contact us using the details set out in the How to contact us section.

Please note that in order for you to assert these rights, we may need to verify your identity to confirm your right to access your personal data. This is a security measure to ensure that personal data is not disclosed to any person who has no right to

receive it. In order to verify your identity, we may need to gather more personal data from you than we currently have.

Your right of access

If you ask us, we will confirm whether we are processing your personal data and, if so, provide you with a copy of that personal data (along with certain other details). If you require additional copies, we may charge a reasonable fee for producing those additional copies.

Your right to rectification

If the personal data we hold about you is inaccurate or incomplete, you are entitled to have it rectified. If we have shared your personal data with others, we'll let them know about the rectification where possible. If you ask us, where possible and lawful to do so, we will also tell you who we've shared your personal data with so that you can contact them.

Your right to erasure

You can ask us to delete or remove your personal data in some circumstances, such as where we no longer need it or where you withdraw your consent (where applicable). If we have shared your personal data with others, we will let them know about the erasure where possible. If you ask us, where it is possible and lawful for us to do so, we will also tell you who we have shared your personal data with so that you can contact them directly.

Your right to restrict processing

You can ask us to "block" or suppress the processing of your personal data in certain circumstances such as where you contest the accuracy of that personal data or you object to us processing it for a particular purpose. This may not mean that we will stop storing your personal data but, where we do keep it, we will tell you if we remove any restriction that we have placed on your personal data to stop us processing it further. If we've shared your personal data with others, we'll let them know about the restriction where it is possible for us to do so. If you ask us, where it is possible and lawful for us to do so, we'll also tell you who we've shared your personal data with so that you can contact them directly.

Your right to data portability

You have the right, in certain circumstances, to obtain personal data you have provided to us (in a structured, commonly used and machine-readable format) and to reuse it elsewhere or to ask us to transfer it to your chosen third party.

Your right to object

You can ask us to stop processing your personal data, and we will do so, if we are: (i) relying on our own or someone else's legitimate interest to process your personal

data, except if we can demonstrate compelling legal grounds for the processing; or
(ii) processing your personal data for direct marketing purposes.

Your rights in relation to automated decision-making and profiling

You have the right not to be subject to a decision when it is based on automatic processing, including profiling, if it produces a legal effect or similarly significantly affects you, unless such profiling is necessary for the entering into, or the performance of, a contract between you and us.

Your right to withdraw consent

If we rely on your consent (or explicit consent) as our legal basis for processing your personal data, you have the right to withdraw that consent at any time. You can exercise your right of withdrawal by contacting us using our contact details in the How to contact us section or by using any other opt-out mechanism we may provide, such as an unsubscribe link in an email.

Your right to lodge a complaint with the supervisory authority

If you have a concern about any aspect of our privacy practices, including the way we have handled your personal data, please contact us using the contact details provided in the How to contact us section.

You also have a right to lodge a complaint with our supervisory authority, the UK Information Commissioner's Office ("ICO"). Contact details for the ICO can be found on its website at <https://ico.org.uk/make-a-complaint/>.

If you are in the EEA, you can also report any issues or concerns to a national supervisory authority in the Member State of your residence or the place of the alleged infringement. You can find a list of contact details for all EEA supervisory authorities at http://ec.europa.eu/justice/data-protection/bodies/authorities/index_en.htm.

THIRD PARTY LINKS AND SERVICES

This Privacy Notice only applies to personal data processed by us through your use of our Site and/or in connection with our business operations. However, from time to time, our Site may contain links to third-party websites and services. We have no control over these websites and services and this Privacy Notice does not apply to your interaction with the relevant third parties.

When you use a link to go from our Site to another website (even if you don't leave our Site) or you request a service from a third party, your browsing and interactions on any other websites, or your dealings with any other third-party service provider, is subject to that website's or third-party service provider's own rules and policies. For example, our Site allows you to connect with us on social media platforms such as Instagram, Twitter and LinkedIn. When you click on the links we provide to such

third-party platforms, you will be transferred from our Site to the relevant third-party platform and the privacy notice (and other terms and conditions) of that platform will apply to you.

We do not monitor, control or endorse the privacy practices of any third parties. We encourage you to become familiar with the privacy practices of every website you visit or third-party service provider that you use in connection with your interaction with us and to contact them if you have any questions about their respective privacy notices and practices.

HOW LONG DO WE KEEP YOUR PERSONAL DATA?

We retain personal data only for as long as is necessary for the purposes described in this Privacy Notice, after which it is deleted from our systems. In considering how long to keep it, we will take into account its relevance to our business and our legal and regulatory obligations.

If any personal data is only useful for a short period (e.g. for a specific event or marketing campaign or in relation to recruitment), we will delete it at the end of that period. Please note that if you are an unsuccessful candidate we may keep your information for a short period.

If you have opted out of receiving marketing communications from us, we will need to retain certain personal data on a suppression list so that we know not to send you further marketing communications in the future.

PERSONAL DATA OF MINORS

Our Site is not intended for use by, or targeted at, minors (individuals under the age of 18) and we do not routinely collect personal data of minors. If we do collect personal data of minors (for example, in relation to a marketing campaign that features a child), we will comply with all applicable laws and regulations relating to the processing of personal data of minors.

If we discover that we are erroneously holding the personal data of a minor, we will delete that information as soon as possible. Please contact us using the contact details set out in the “Contact” section if you have reason to believe that a minor may have submitted personal data to us in error.