

Privacy Policy

How we handle any personal data you give us

The information that we collect from you is used for one purpose only:

to improve your experience with **Rivens Studio** and help you get the most from working with us in a business-to-business creative environment.

We look after your data in line with the **EU General Data Protection Regulation (GDPR)** and the **Dutch GDPR Implementation Act (UAVG)**. We will **never sell** your data and we will not share it with third parties except as described in this policy or where required by law.

What data do we collect?

We only collect the data we need to run our business, communicate with you and deliver our services.

Website visitors and subscribers

When you browse our website or subscribe to our updates, we may collect:

- Name and/or company name
- Email address
- Country and city
- Business sector / role (if provided)
- Phone number (if provided)
- Website or portfolio link (if you share it)
- Your communication preferences (for example, newsletter opt-in/opt-out)
- Technical data such as IP address, browser and device type, pages visited, time and date of visit, referring URL, cookie identifiers and similar usage data

Clients and project partners

When you contact us for a project, request a quote or work with us as a client, agency or supplier, we may collect:

- Name and/or company name
- Email address and phone number
- Country, city and billing address
- VAT / tax number
- Job title / role
- Project briefs, notes and correspondence
- Contract and invoicing details

Talent, directors and artists

If we review or represent you as creative talent, we may collect:

- Name and contact details
- Country and city
- Bio, CV, portfolio links and social media links
- Showreels, images, videos and other creative materials you submit
- Representation agreements and fee information
- Communication about opportunities and projects

We do not intentionally collect data of children under 16 via our website. If you believe a child has provided personal data, please contact us and we will delete it.

Which providers do we share your data with?

We use some external providers to run our website and communications. They process data **on our behalf** and only according to our instructions.

Examples include:

- **Website hosting & infrastructure** – for example, Webflow or similar providers
 - Data: website content, technical logs, usage data

- **Analytics** – for example, Google Analytics
 - Data: cookies and usage data (pages visited, time on page, approximate location, device/browser info)
- **Email and newsletter platform** – for example, MailerLite or similar
 - Data: name and/or company name, email address, country/city (if provided), subscription status, basic email engagement data (opens, clicks)
- **Cloud storage & collaboration tools** (for documents and project files)
- **Invoicing and accounting tools** (for client and supplier billing data)
- **IT security and maintenance providers**

Each provider has its own privacy policy and complies with GDPR where required. With all providers who act as our “processors”, we have or will have data processing agreements in place.

Which 3rd parties do we share your data with?

We will not share your data with any third parties **for their own marketing purposes**.

We may share your data only in these situations:

- With **clients, agencies, production partners or talent** when it is strictly necessary to develop or deliver a project
- With **professional advisers** (lawyers, accountants, tax advisers) when needed
- With **public authorities or courts** when we are legally required to do so

In all cases, we only share what is necessary and aim to protect your data through confidentiality and, where appropriate, data protection clauses.

How long do we keep your data?

We keep your data only as long as needed for the purposes described here or as required by law.

In practice:

- **Newsletter / marketing contacts** – until you unsubscribe or ask us to delete your data, plus a short period to implement your request
- **Project and client data (incl. invoices)** – generally up to **7 years** after the end of the financial year, to comply with Dutch tax and accounting rules
- **Talent / portfolio data** – for the period of our collaboration or representation, plus a reasonable time afterwards (usually **2–3 years**) unless you request earlier deletion where possible
- **Website logs and analytics data** – for the period necessary for security, analytics and service improvement, in line with our Cookie / analytics settings

When data is no longer needed, we delete it or anonymise it.

Where is it stored?

We aim to store and process your personal data **within the European Economic Area (EEA)** wherever possible.

Some of our service providers may store or access data from countries outside the EEA. In such cases, we will rely on appropriate safeguards under the GDPR, such as:

- an adequacy decision by the European Commission; or
- **Standard Contractual Clauses (SCCs)** or similar contractual protections.

You can contact us if you want more details about these safeguards.

Do we have lawful reasons why we need this data?

Yes. Under Article 6 of the GDPR, we must have a **lawful basis** for each type of processing. The main legal bases we rely on are:

- **Contract** – for example, when we respond to your request, prepare a quote, sign an agreement or deliver a project
- **Legal obligation** – to keep certain records for tax and accounting purposes
- **Legitimate interests** – to run and improve our services, maintain relationships with clients and talent, ensure security, and send B2B communications where appropriate
- **Consent** – when you subscribe to newsletters as an individual, accept non-essential cookies, or when we want to use your testimonial or image in a way that requires consent

Where we rely on consent, you can withdraw it at any time.

What do we do with this information?

We use the data we collect to:

- provide and improve the Rivens Studio website and services;
- respond to your messages, questions and project requests;
- prepare proposals, treatments and creative options for your projects;
- manage bookings and collaborations with talent, directors and artists;
- send you relevant updates about projects, creative work, services or events (where allowed by law and/or with your consent);
- analyse how our website and communications are used, so we can make them more useful;
- protect our systems and prevent spam, fraud and abuse;
- comply with our legal, tax and regulatory obligations in the Netherlands and the EU.

IP addresses and Cookies

We temporarily store IP addresses for security, debugging and spam-prevention purposes.

Our website uses **cookies and similar technologies** to:

- remember your preferences;
- understand how visitors use our site;
- improve performance and content;
- where applicable, support analytics or marketing tools.

Cookies are small text files stored on your device either for a session or for a longer period. You can control or delete cookies through your browser settings. If you disable some cookies, parts of our website may not work as expected.

Where required by EU and Dutch law, we will ask for your **consent** before using non-essential cookies (for example, some analytics or marketing cookies) and will offer a cookie banner or settings tool so you can adjust your choices.

If we publish a separate Cookie Policy, it will provide more detailed information about the specific cookies and tools we use (such as Google Analytics, Webflow and MailerLite).

Technical security

We take appropriate technical and organisational measures to protect your data from unauthorised access, loss or misuse. These may include:

- access control and role-based permissions;
- encrypted connections (HTTPS/TLS);
- secure hosting and regular software updates;
- backups and monitoring;
- internal rules on confidentiality and data protection.

If we ever become aware of a personal data breach that may pose a risk to your rights and freedoms, we will notify the competent data protection authority and, where necessary, affected individuals as required by GDPR.

How you can control the use and display of your information?

You have several rights regarding your personal data under GDPR and Dutch law, including the right to:

- **Access** – ask us what data we hold about you and receive a copy
- **Rectify** – correct inaccurate or incomplete data
- **Erase** – ask us to delete your data in certain situations (“right to be forgotten”)
- **Restrict** – limit the way we use your data in certain cases
- **Data portability** – receive the data you gave us in a structured, commonly used, machine-readable format, and (where technically possible) ask us to transmit it to another controller
- **Object** – object to processing based on our legitimate interests, including profiling
- **Object to direct marketing** – you can always object to direct marketing; we will stop sending it
- **Withdraw consent** – where we rely on consent, you can withdraw it at any time

You can exercise these rights or ask any questions about your data by emailing us at: **connect@rivens.studio**.

- If you want to **unsubscribe** from our newsletters, you can use the unsubscribe link at the bottom of each email or contact us directly.
- If you want us to **erase** your data (where we are not legally required to keep it), email us and we will handle your request as soon as reasonably possible.
- If you want to **see what personal data we hold about you**, email us and we will respond within the timeframes set by GDPR.

If you are not satisfied with how we handle your personal data, you also have the right to lodge a complaint with the Dutch Data Protection Authority (**Autoriteit Persoonsgegevens**):

Website: autoriteitpersoonsgegevens.nl

We would appreciate it if you contact us first so we can try to resolve your concern directly.

Changes to this privacy policy

We may update this Privacy Policy from time to time, for example when we change our services, tools or when the law changes.

If we make important changes, we will update the date at the top of this page and, where appropriate, inform you via our website or by email.

Contact us

Rivens Studio

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Website: **<https://rivens.studio>**

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