



## PRIVACY POLICY

**August 2020 | Version 1.0**

When you work with us, you're trusting us with your information.

We understand that this is a big responsibility and we work hard to protect your information and put you in control.

Please read the full privacy policy because it applies to you.

### **Introduction**

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Welcome to our privacy policy.

We are Frank Productions (Registration Number 2009/117881/23). This is our plan of action when it comes to protecting your privacy.

We facilitate Media Productions, which means we may need to use some of your information for operational or legal reasons related to one of our productions.

This personal information is information that can be associated with you, and can be used to identify you. This applies to natural and juristic persons.

We respect your privacy, and take the protection of your personal information very seriously.

This Privacy Policy is meant to help you understand what information we collect, why we collect it and how you can update, manage, export and delete your information.

The purpose of this policy is to describe the way that we handle your personal information.

### **Audience**

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This policy applies to you if you are:

- A person or company that uses (or wants to use) our service
- A person or company that works with (or wants to work with) us to provide a service
- A person that works as (or wants to work as) a model on one of our production

This policy applies to you under certain circumstances.



## Personal information

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Personal information includes:

- a. certain information that we collect automatically when you visit our website;
- b. certain information collected from you on request (see below);
- c. certain information submitted by you;

but excludes:

- d. information that has been made anonymous so that it does not identify a specific person;
- e. permanently de-identified information that does not relate or cannot be traced back to you specifically;
- f. non-personal statistical information collected and compiled by us; and
- g. information that you have provided voluntarily in an open, public environment or forum including any blog, chat room, community, classifieds, or discussion board (because the information has been disclosed in a public forum, it is no longer confidential and does not constitute personal information subject to protection under this policy).

Personal information includes information we collect (a) automatically when you visit our website, (b) on submission, and (c) from you voluntarily.

It excludes (d) anonymous, (e) de-identified, (f) non-personal statistical, and (g) public information.

### Common examples

Common examples of the types of personal information which we may collect and process include your:

- **identifying information** – such as your name, date of birth, or identification number of any kind;
- **contact information** – such as your phone number or email address;
- **address information** – such as your physical or postal address;
- **official documents** - such as driver's licences, passports, work permits, trade qualifications
- **travel information** - such as flight details

### Sensitive personal information

Depending on the services that you require (or may offer), we may also collect sensitive personal information including your:

- **financial information** – such as your bank account details;
- **official documents** - such as passports
- **sensitive demographic information** – such as your race or ethnicity;
- **medical information** – such as information about your physical or mental health;



## **Acceptance**

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### **Acceptance required**

You must accept all the terms of this policy when you request our services, or offer your services to us. If you do not agree with anything in this policy, then you may not order or request our services, nor provide services to us.

You may not use our services or work with us if you do not accept this policy.

### **Legal capacity**

You may not access our website or order our goods or request our services if you are younger than 18 years old or do not have legal capacity to conclude legally binding contracts.

### **Deemed acceptance**

By accepting this policy, you are deemed to have read, understood, accepted, and agreed to be bound by all of its terms.

### **Your obligations**

You may only send us your own personal information or the information of another data subject where you have their permission to do so.

## **Changes**

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We may change the terms of this policy at any time by updating this web page. We will notify you of any changes by placing a notice in a prominent place on the website or by sending you an email detailing the changes that we have made and indicating the date that they were last updated.

If you do not agree with the changes, then you must stop using the website and our services.

If you continue to use the website or our services following notification of a change to the terms, the changed terms will apply to you and you will be deemed to have accepted those updated terms.



## Collection

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### We collect information in the following ways:

#### On order or request

When you request our services, or offer your services to us, you will be asked to provide us with additional information on a voluntary basis (**goods or services information**).

#### From browser

We automatically receive and record Internet usage information on our server logs from your browser, such as your Internet Protocol address (**IP address**), browsing habits, click patterns, version of software installed, system type, screen resolutions, colour capabilities, plug-ins, language settings, cookie preferences, search engine keywords, JavaScript enablement, the content and pages that you access on the website, and the dates and times that you visit the website, paths taken, and time spent on sites and pages within the website (**usage information**). Please note that other websites visited before entering our website might place personal information within your URL during a visit to it, and we have no control over such websites. Accordingly, a subsequent website that collects URL information may log some personal information.

We collect certain information from your web browser, including your Internet usage information when you visit our website.

#### Cookies

We may place small text files called 'cookies' on your device when you visit our website. These files do not contain personal information, but they do contain a personal identifier allowing us to associate your personal information with a certain device. These files serve a number of useful purposes for you, including:

- granting you access to age restricted content;
- tailoring our website's functionality to you personally by letting us remember your preferences;
- improving how our website performs;
- allowing third parties to provide services to our website; and
- helping us deliver targeted advertising where appropriate in compliance with the applicable laws.

Your internet browser generally accepts cookies automatically, but you can often change this setting to stop accepting them. You can also delete cookies manually. However, no longer accepting cookies or deleting them will prevent you from accessing certain aspects of our website where cookies are necessary. Many websites use cookies and you can find out more about them at [www.allaboutcookies.org](http://www.allaboutcookies.org).

We collect certain information from cookies that we may send to your computer to try and give you a personalised experience.



### **Third party cookies**

Some of our business partners use their own cookies or widgets on our website. We have no access to or control over them. Information collected by any of those cookies or widgets is governed by the privacy policy of the company that created it, and not by us.

### **Web beacons**

Our website may contain electronic image requests (called a **single-pixel gif** or **web beacon** request) that allow us to count page views and to access cookies. Any electronic image viewed as part of a web page (including an ad banner) can act as a web beacon. Our web beacons do not collect, gather, monitor or share any of your personal information. We merely use them to compile anonymous information about our website.

We collect certain information from web beacons on our website to compile anonymous information about our website.

### **Purpose for collection**

We may use or process any information, that you provide to us for the purposes that you indicated when you agreed to provide it to us.

Processing includes gathering your personal information, disclosing it, and combining it with other personal information. We generally collect and process your personal information for various purposes, including:

- **marketing purposes** – such as pursuing lawful related marketing activities;
- **business purposes** – such as internal audit, accounting, business planning, and joint ventures, disposals of business, or other proposed and actual transactions; and
- **operational purposes** - such as visa requirements, production communication, payments etc
- **legal purposes** – such as handling claims, complying with regulations, or pursuing good governance.

We may use any of your personal information that you provide to us for the purposes that you indicated when you agreed to provide it to us.



### **Consent to collection**

You provide consent to collect and use your information when you provide it to us. Where we receive your information from other sources we will obtain your consent to use it in accordance with the applicable law.

By giving us your information, you give us your consent to use it for the purpose we discuss in this document. We will not use it for any other reason.

## **Use**

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### **Our obligations**

We may use your personal information to fulfil our obligations to you.

### **Messages and updates**

We may send administrative messages and email updates to you about Frank.

We may wish to provide you with information about new goods or services in which we think you may be interested. This means that in some cases, we may also send you primarily promotional messages. We will not send you promotional messages unless you have chosen to opt-into them. But, we may send you one message asking you to opt-into promotional messages without you having opted-into promotional messages.

We may use your information to send you administrative messages and email updates to you regarding the website and for marketing purposes where lawful.

## **Disclosure**

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### **Sharing**

We may share your personal information with:

- an affiliate, in which case we will seek to require the affiliates to honour this privacy policy;
- our goods or services providers under contract who help provide certain goods or services or help with parts of our business operations, including fraud prevention, bill collection, marketing, technology services (our contracts dictate that these goods or services providers only use your information in connection with the goods or services they supply or services they perform for us and not for their own benefit);
- credit bureaus to report account information, as permitted by law;
- banking partners as required by credit card association rules for inclusion on their list of terminated merchants (in the event that you utilise the services to receive payments and you meet their criteria); and
- other third parties who provide us with relevant services where appropriate.

We may share your personal information with third parties for the purposes of fulfilling our obligations to you among other purposes.

**Regulators**

We may disclose your personal information as required by law or governmental audit.

**Law enforcement**

We may disclose personal information if required:

- by a subpoena or court order;
- to comply with any law;
- to protect the safety of any individual or the general public; and
- to prevent violation of our customer relationship terms.

We may disclose personal information to third parties if required for legal reasons.

**No selling**

We will not sell personal information. No personal information will be disclosed to anyone except as provided in this privacy policy.

**Marketing purposes**

We may disclose aggregate statistics (information about the customer population in general terms) about the personal information to business partners.

**Employees**

We may need to disclose personal information to our employees that require the personal information to do their jobs. These include our responsible management, human resources, accounting, audit, compliance, information technology, or other personnel.

**Change of ownership**

If we undergo a change in ownership, or a merger with, acquisition by, or sale of assets to, another entity, we may assign our rights to the personal information we process to a successor, purchaser, or separate entity. We will disclose the transfer on the website. If you are concerned about your personal information migrating to a new owner, you may request us to delete your personal information.

**Security**

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We take the security of personal information very seriously and always do our best to comply with applicable data protection laws. Our hosting company will host our website in a secure server environment that uses a firewall and other advanced security measures to prevent interference or access from outside intruders. We authorize access to personal information only for those employees who require it to fulfil their job responsibilities. We implement disaster recover procedures where appropriate.



## **Accurate and up to date**

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We will try to keep the personal information we collect as accurate, complete and up to date as is necessary for the purposes defined in this policy. From time to time we may request you to update your personal information on the website. You are able to review or update any personal information that we hold on you by accessing your account online, emailing us, or phoning us. Please note that in order to better protect you and safeguard your personal information, we take steps to verify your identity before granting you access to your account or making any corrections to your personal information.

Please keep your personal information accurate and up to date by accessing your account online, emailing us, by phoning us.

## **Retention**

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We will only retain your personal information for as long as it is necessary to fulfil the purposes explicitly set out in this policy, unless:

- retention of the record is required or authorised by law; or
- you have consented to the retention of the record.

During the period of retention, we will continue to abide by our non-disclosure obligations and will not share or sell your personal information.

We may retain your personal information in physical or electronic records at our discretion.

We will only retain your personal information for as long as is necessary.



## **Transfer to another country**

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We may transmit or transfer personal information outside of the country in which it was collected to a foreign country and process it in that country.

Personal information may be stored on servers located outside the country in which it was collected in a foreign country whose laws protecting personal information may not be as stringent as the laws in the country in which it was collected.

You consent to us processing your personal information in a foreign country whose laws regarding processing of personal information may be less stringent.

We may transfer your personal information outside the country in which it was collected to a foreign country.

## **Updating or removing**

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You may choose to correct or update the personal information you have submitted to us, by contacting us via phone on +27 21 461 2496 or email on [production@frankproduction.co](mailto:production@frankproduction.co)

You may choose to update or remove the personal information you have submitted to us.

## **Limitation**

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We are not responsible for, give no warranties, nor make any representations in respect of the privacy policies or practices of linked or any third party websites.

## **Enquiries**

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If you have any questions or concerns arising from this privacy policy or the way in which we handle personal information, please contact us:

Data Protection Officer:	Gui Gouws
Email:	<a href="mailto:privacy@frankproduction.co">privacy@frankproduction.co</a>
Mobile:	+27 82 064 0583
Website:	<a href="http://frankproduction.co">frankproduction.co</a>