

UNI-VERSAL EXTRAS PRIVACY & COOKIES POLICY

Uni-versal Extras Ltd takes the confidentiality of “Personal Information” you disclose to us or we otherwise acquire through third parties seriously. This website complies with the principles of the General Data Protection Regulations and any Personal Information collected by Uni-versal Extras Ltd is used in accordance with data protection legislation.

By using this website, you accept the terms of this Privacy Policy which sets out the way that personal data is processed through this website. You are also agreeing to our Website Use Terms and Conditions. Our aim is to safeguard our users’ privacy whilst providing a personalised and valuable service – collecting Personal Information is essential to the service that we offer as an employment agency.

Due to the nature of the service we provide and the requirements of our clients, the decision to invite you to appear as an Extra in certain productions may be automated based on the information you provide on your profile; for example, your gender, ethnicity, measurements and location. When registering with us as an Extra, you acknowledge that the decision to invite you to appear as an Extra in certain productions may be automated and if you proceed you are doing so on the strict understanding that you have given us explicit consent for this.

We may make changes to this Privacy Policy from time to time. We will notify all members of any such changes, which will also be updated on our website and in this text so you are always aware of them.

1. Collection of Information

- 1.1 We collect two kinds of information about our website users:
 - 1.1.1 “Non-Personal Information” such as IP addresses (the location of the computer on the internet), pages accessed and files downloaded; and/or
 - 1.1.2 “Personal Information” which is the information that you supply us, for example when you register on our website, fill out forms or update your Profile, also known as “Customer Information”.
- 1.2 For some services you will be asked to provide Personal Information, for example when you register as an Extra or Caster. In order for us to work with you and for us to provide services you will need to disclose this information. Personal Information is not captured or stored through this website without the prior consent of users. You do not have to disclose this information, however if you choose to withhold information we will not be able to provide you with certain services.
- 1.3 We confirm that our lawful basis for processing personal data is:
 - 1.3.1 As per clause 1.2 contractual;
 - 1.3.2 In terms of vetting the credentials and bona fides of prospective Extras; a legal obligation;
 - 1.3.3 In terms of retaining the details of Extras and Casters so that they are aware of further opportunities; legitimate interest.
- 1.4 We have no automatic deletion period for Personal Information. The nature of our business is such that our production clients have no limits or restrictions to their

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requirements so Personal Information which is infrequently or never used may still be required. If you wish us to delete your Personal Information then please let us know.

2. Use of Information

- 2.1 Non-Personal information is used to help us monitor and improve our service, for example by showing how many people are visiting our website and which pages are most or least popular. Individual user patterns are not monitored.
- 2.2 Uni-versal Extras may use Personal Information to:
 - 2.2.1 answer your queries or communicate with you, for example by phone, text message or email;
 - 2.2.2 fulfil your requests on our system, for example to register you as an Extra or a Caster;
 - 2.2.3 notify you of Uni-versal Extras Ltd.'s products and services;
 - 2.2.4 make a record of the services that we have provided you and conduct statistical analysis to help us to provide you with an improved service.
- 2.3 With your consent we reserve the right to release Personal Information:
 - 2.3.1 to comply with the law;
 - 2.3.2 to enforce our Terms and Conditions;
 - 2.3.3 to protect our rights and safety;
 - 2.3.4 to notify third parties about you with a view to your obtaining work as an Extra. Disclosure of information must go through strict security procedures that Uni-versal Extras Ltd. has in place.
- 2.3 We may contact you to keep you informed about our activities, opportunities, promotions, or updates to our website.
- 2.4 We may use other companies to provide services on our behalf including sending emails, text messages and processing credit card payments. We will only provide these companies with the information they need to deliver the service and they are prohibited from using that information for any other purpose. We require all such companies to fully comply with all applicable UK Data Protection and privacy legislation.
- 2.4 By contacting us with your Personal Information you consent to us sharing your personal data with third parties whom we think may wish to contact you about other products and services, but we will not share your information if you have indicated that you do not want us to do so.

3. Contact

- 3.1 If you have any queries or concerns then please in the first instance contact data@universalextras.co.uk

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3.2 You have the right to access or exercise any other statutory right by contacting us at data@universalextras.co.uk

3.3 At any time you have the right to bring a complaint to the Information Commissioner's Office (<https://ico.org.uk>)

4. Protection of Personal Information

4.1 All Personal Information is stored on our website in accordance with data protection legislation. Our Data Protection Reference number is Z8867673.

4.2 We have security measures in place to attempt to protect against the loss, misuse and alteration of personal data under our control.

4.3 Information which you submit via our websites is sent to a server located in the United Kingdom.

5. Updating Personal Information

5.1 It is your responsibility to ensure that the Personal Information you supply us is correct and continually up to date. You can edit your Personal Information at any time on our website on your profile pages.

6. Third Party Websites

6.1 This site contains links to other third party websites. We cannot be responsible for the privacy policies and practices of other websites even if you access them using links from our website. This Privacy Policy applies solely to the personal data collected by Uni-versal Extras Ltd on this website. We advise you read the privacy policy of any website before registering any personal data.

7. Cookies

7.1 This website uses cookies. A cookie is a piece of information which a web server may place on your computer when you visit a website to improve your user experience. Many cookies last only a single session whilst others remain on your computer until you delete them. Cookies are either:

7.1.1 Session cookies, which are those stored on your computer that are automatically deleted when you close your browser; or

7.1.2 Persistent cookies, which are those stored as a file on your computer and remain there when you close your browser.

7.2 We use cookies to:

7.2.1 maintain continuity and improve speed;

7.2.1.1 Concrete 5 is our website Content Management System and uses a cookie to maintain your user session when you log in. This cookie is retained for 8 hours, after which you will be logged out of our website automatically, unless you chose to 'Remain logged in to website' by checking this option when first logging in. If you select to 'Remain logged in to website', you will remain logged in until you manually log

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out of your profile or after one year, whichever is first. You should never select to 'Remain logged in to website' on a computer or device which is shared or available for public use.

7.2.1.2 A persistent cookie is used when a user clicks the 'I accept, don't show me this again' option to indicate that they understand that our website uses cookies. This cookie will be retained for one year.

7.2.2 provide interactive content such as video players and social media links;

7.2.2.1 *AddThis* is a social sharing widget that allows you to share content via all major social media websites. Cookies from *AddThis* are generally retained for a period of one month. *AddThis*'s privacy policy, is available at <http://www.addthis.com/privacy/privacy-policy>

7.2.3 gather Non-Personal information so that we can monitor the usage of our website as outlined in section 2.1.

7.2.3.1 Google Analytics is a third-party website monitoring tool that allows us to see volumes of website visitors and analyse how the content of our website is viewed and navigated. Google Analytics does not store any personal information about website visitors but does use persistent cookies to identify repeat visitors. You may universally opt-out of Google Analytics tracking used by all websites by visiting <https://tools.google.com/dlpage/gaoptout>. Google's privacy policy is available at <https://policies.google.com/privacy>

7.3 Cookies are used by nearly all websites and do not harm your system. You can usually alter how your computer will accept cookies via the settings of your web browser. However, if you choose to disable cookies, you may not be able to use certain features of our website.