

COOKIE AND PRIVACY POLICY

This is relatively boring but quite important, so please read it if you have concerns about how we are using your personal information or you need something to read whilst your tea cools down. This policy was updated on 24th May 2018 to ensure compliance with [GDPR](#) requirements and will be reviewed annually, possibly with cake.

1. Who are Tremio Aerial Photography?

Tremio Aerial Photography Ltd is a limited company, registered in the UK. The controller for the personal data involved when you use Tremio Aerial Photography Ltd, communicate with us or visit our website is: Tremio Aerial Photography Ltd, 38 Pendre, Builth Wells, Powys, LD2 3DA

2. What personal data do we collect?

Visitors

We may collect personal data when you visit us, use our website, make an enquiry, meet us at an event, or communicate with us. This could include:

- Information about your use of our online content and emails, such as how you came to our website, which pages you visit, how long you remain on a page or view a video, and whether you opened an email or clicked a link. To collect this data, we use cookies and other tracking technologies.
- Information provided when you communicate with us by phone, email, webform or in person, including records of your contact, your email address or other contact information, and other information about the reasons for the communication.
- Business information that tells us more about you from public sources like LinkedIn, Twitter or Facebook.
- Marketing preferences, such as whether you have agreed to receive marketing information or newsletters about our services or whether you have opted out, and the types of services that may interest you.

Clients of Tremio Aerial Photography Ltd

- During a purchase we will request contact and other identification information. We may keep this on record to facilitate future communications. As we take our own privacy very seriously, please be assured that we will take great care with information supplied and will not pass it on to third parties unless it is necessary to facilitate our work. If we do share information with third parties we will obtain your consent first.
- We may also request financial information, credit card details or bank details. This will be retained for a time appropriate to the original purpose.

3. Cookies

Our website host, Squarespace, uses cookies on our site for the following purposes:

- Performance And Analytics: Cookies help to analyse how services are being accessed and used, and enable us to track performance of the services. We also use cookies to provide insights regarding website performance, such as page views, conversion rates, device information, visitor IP addresses and referral sites.

Third Parties: Third Party Services may use cookies to help you sign into their services from our services. We also may use third party cookies, such as Google Analytics, to assist with analysing performance. Any third party cookie usage is governed by the privacy policy of the third party placing the cookie.

Opting Out: You can set your browser to not accept cookies, but this may limit your ability to use the Services.

We use Google Analytics to work out the demographics of our visitors and the success of marketing campaigns. As a result the website may store some information that allows this to happen. If you do not agree to this information being stored, please do not access our website.

4. Emails

We will do our best to ensure that the content of emails received remains private. Any emails sent are meant to be received by the named recipient and, if you receive an incorrect email as a result of an error by us, please securely delete it and inform us of our error.

5. Where do we store personal data?

Tremio Aerial photography Ltd use a number of software systems to store and manage personal data. We have carried out checks to ensure that such systems comply with UK and European data protection regulations. Our systems include:

- SquareSpace ([GDPR statement](#))
- Google G Suite ([GDPR statement](#))
- Vimeo ([GDPR statement](#))
- Dropbox ([GDPR statement](#))

6. How do we use personal data?

Using personal data to provide our services

We use personal data where it is necessary to provide the services you request.

- We use personal data to communicate with you, like sending quote confirmations, discussing your requirements, providing customer support and invoicing.

Using personal data to for legitimate interest

We use personal data where it is necessary to inform you of information you requested or require.

- We use personal data to communicate with you, like sending quotes.

Using personal data where required by law.

We use personal data to comply with the requirements of law and as required in other exceptional circumstances.

- Under exceptional circumstances, we may be required by law to provide personal data to law enforcement agencies.

7. How long do we keep personal data?

We will retain your data for a period of seven years, as required by law.

8. How is personal data shared?

Your personal information may be shared with and processed by third parties only in the below circumstances.

- Your information may be disclosed when we believe in good faith that the disclosure is:
 - required by law;
 - to protect the safety of our employees, the public or Tremio Aerial Photography's property;
 - required to comply with a judicial proceeding, court order or legal process; or
 - for the prevention or detection of crime (including fraud).
- Some parts of the process may involve sharing your data with third parties such as equipment suppliers and the Civil Aviation Authority. If we do this we will always ensure that you are aware of the information we are sharing and the purpose it is shared for.
- We do not sell any personal data to anyone.
- It is very unusual for data to be shared internationally. If this is required to facilitate your requirements, we will ensure that you are fully informed.

9. Your rights and choices.

You have the following rights in accordance with your Personal Data and all such requests should be made to in writing to Tremio Aerial Photography:

- Your right to be informed
- Your right to access
- Your right to rectification
- Your right to erasure
- Your right to be forgotten
- Your right for data portability
- Your right to object

10. We're only human...and one dog

Please accept that the crew at tremio Aerial Photography are human...except the dog, but he doesn't do much apart from sleep... and sometimes make mistakes. We try not to, but occasionally it does happen. If we make a mistake please [let us know](#) as soon as possible so we can do our best to rectify it.