



## CUSTOMER PRIVACY NOTICE

### LOGAN FOX VOICEOVER

This privacy notice tells you what to expect us to do with your personal information.

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#### Contact details

Telephone

+33 6 71 28 41 63

Email

info@loganfox.uk

#### What information we collect, use, and why

We collect or use the following information to **provide and improve products and services for clients**:

- Names and contact details
- Addresses
- Payment details (including card or bank information for transfers and direct debits)



- Transaction data (including details about payments to and from you and details of products and services you have purchased)
- Usage data (including information about how you interact with and use our website, products and services)
- Audio recordings (eg calls)
- Website user information

We collect or use the following personal information for the **operation of client or customer accounts**:

- Names and contact details
- Addresses
- Purchase or service history
- Account information, including registration details
- Marketing preferences

We collect or use the following personal information for **information updates or marketing purposes**:

- Names and contact details
- Addresses
- Marketing preferences

## **Lawful bases and data protection rights**

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide and improve products and services for clients** are:



- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for the **operation of client or customer accounts** are:

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- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for **information updates or marketing purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

## **Where we get personal information from**

- Directly from you
- Publicly available sources
- Suppliers and service providers



## How long we keep information

Client data is retained for as long as there is an active working relationship. An active relationship includes, but is not limited to:

- Recent recording sessions.
- Ongoing general inquiries.
- Active licenses requiring usage fees to be renewed or collected.

If no such active relationship exists, we will securely delete your data from our systems after 5 years from the date of the last contact or transaction.

Please note that data related to payments may be retained for a longer period where required to comply with legal or financial regulations.

## Who we share information with

Data processors

### Hubspot

This data processor does the following activities for us: Process and store client and supplier information as our preferred Customer Relationship Management system.

## Others we share personal information with

- Publicly on our website, social media or other marketing and information media

## Sharing information outside the UK

Where necessary, we may transfer personal information outside of the UK. When doing so, we comply with the UK GDPR, making sure appropriate safeguards are in place.

For further information or to obtain a copy of the appropriate safeguard for any of the transfers below, please contact us using the contact information provided above.

**Organisation name:** Hubspot



**Category of recipient:** CRM / Storage provider

**Country the personal information is sent to:** France

**How the transfer complies with UK data protection law:** The country or sector has a UK data bridge (also known as Adequacy Regulations)

**Last updated**

24 December 2024