



cut above the edge

PRIVACY NOTICE

Last updated: 26/09/2026

Privacy Notice – Client Information, Documents and Data Protection

Business: CUT ABOVE THE EDGE FILMS

Contact: info@cutabovetheedgefilms.com

Website: www.cutabovetheedgefilms.com

1. About this Privacy Notice

This Privacy Notice explains how **Cut Above The Edge Films** collects, receives, uses, stores and protects personal information provided by clients and other individuals in connection with our videography and editing services.

We take the privacy and security of personal information seriously and will handle personal information in accordance with applicable UK data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, as applicable.

We will only collect and use personal information where we have a lawful basis to do so and will only retain it for as long as reasonably necessary for the purpose for which it was collected, subject to our legal, contractual and business requirements.

2. Client documents and information supplied to us

During the course of providing our services, clients may provide us with documents, files and other information.

This may include, depending on the nature of the project:

- Names and contact details of clients and their representatives;
- Email addresses, telephone numbers and correspondence;
- Addresses and venue information;
- Event schedules, running orders and production documents;
- Briefs, scripts, storyboards and shot lists;
- Contracts, quotations, invoices and payment information;
- Company or organisational information;
- Photographs, video footage and audio recordings;
- Information about individuals appearing in supplied or commissioned footage;
- Images, logos, branding and other creative assets;

- Access instructions or other information required to carry out the work;
- Information relating to children or other individuals appearing in footage, where supplied or required for the project; and
- Any other information reasonably required to provide the contracted services.

Clients should only provide personal information to us where they are entitled or authorised to do so.

Where a client provides us with personal information about other individuals, the client remains responsible for ensuring that it has an appropriate lawful basis and, where required, appropriate permissions or notices for sharing that information with us.

3. How we use the information

We may use personal information to:

- Communicate with clients and respond to enquiries;
- Prepare quotations and contracts;
- Plan and provide videography and production services;
- Arrange filming at venues and locations;
- Produce, edit and deliver commissioned video content;
- Manage project files and correspondence;
- Invoice clients and maintain financial records;
- Meet our contractual and legal obligations;
- Maintain appropriate records of our business activities;
- Deal with complaints, disputes or legal claims;
- Protect our business, equipment, systems and information; and
- Comply with legal or regulatory requirements.

We will not use personal information for unrelated purposes unless we have a lawful basis to do so and, where required, have provided appropriate information to the individual.

4. The information we keep

Depending on the services provided, we may retain:

Client and contact information

- Names;
- Business and personal contact details where relevant;
- Addresses;
- Email correspondence;
- Telephone correspondence and notes;
- Company or organisation details.

Project information

- Briefs;
- Contracts;
- Quotes and estimates;

- Invoices and payment records;
- Production schedules;
- Scripts and creative documents;
- Venue and filming information;
- Project correspondence.

Media and production files

- Original camera footage;
- Audio recordings;
- Photographs;
- Project files;
- Edited video files;
- Exported and delivered files;
- Files supplied by clients for use in the production.

Administrative and legal records

- Records necessary for accounting and taxation;
- Records relating to contractual obligations;
- Records relating to complaints, disputes or legal claims where applicable.

We aim to collect and retain only information that is reasonably necessary for these purposes.

5. How long we keep information

We do not keep personal information indefinitely.

Our retention periods depend on the type of information and the reason we need to retain it.

Unless a longer period is required by law, necessary for a legal claim or otherwise justified, our general retention periods are:

Type of information	General retention period
Client contact and project correspondence	For the duration of the project and normally up to 2 years afterwards
Contracts and contractual records	For the duration of the contract and normally up to 7 years afterwards where required for legal, accounting or evidential purposes
Original client-supplied documents	For the duration of the project and normally no longer than 12 months afterwards unless required for an agreed purpose

Original camera footage and audio	Normally up to [24] months after final delivery
Edited/project files	Normally up to [12] months after final delivery
Final delivered video files	Normally up to [24] months after final delivery
Records relating to disputes or legal claims	For as long as reasonably necessary to establish, exercise or defend the claim

These periods are general guidelines rather than an automatic entitlement to retain information for the full period.

Where information is no longer required, we will take reasonable steps to securely delete, destroy or anonymise it.

Where footage or project files are retained for longer than the standard period, we will do so only where there is a legitimate and justifiable reason.

6. How we protect your information

We take reasonable and appropriate technical and organisational measures to protect personal information against unauthorised access, accidental loss, destruction, alteration or disclosure.

Depending on the nature of the information and the systems we use, these measures may include:

- Password-protected devices and accounts;
- Strong passwords and, where available, multi-factor authentication;
- Access controls limiting information to those who need it;
- Secure cloud storage and file-transfer services;
- Encryption where appropriate;
- Secure backups;
- Up-to-date operating systems and security software;
- Secure transfer of client documents and video files;
- Physical security of computers, storage devices and filming equipment;
- Secure disposal or deletion of information when no longer required; and
- Confidentiality obligations for anyone who is authorised to access client information.

We regularly consider whether our security measures remain appropriate for the nature and volume of information we hold.

No method of electronic storage or transmission is completely risk-free. However, we take reasonable steps to reduce the risks associated with storing and transferring personal information.

7. Client documents and media storage

Client documents, footage and project files may be stored on computers, external storage devices, backup systems and secure cloud-based services used by Cut Above The Edge Films.

Where physical storage devices are used, we take reasonable precautions to prevent unauthorised access, loss or theft.

Where cloud-based services are used, we select providers that offer appropriate security measures for the type of information being stored.

Client files may be transferred electronically using email, secure file-transfer services, cloud storage or other appropriate methods.

8. Third-party suppliers and data processors

We may use trusted third-party suppliers to help us operate our business and provide our services.

These may include providers of:

- Cloud storage and backup services;
- Video hosting and file-delivery services;
- File-transfer services;
- Email and communication services;
- Accounting and invoicing software;
- Website hosting and management;
- Editing, production or post-production services;
- IT and technical support;
- Payment processing; and
- Other software or services reasonably required to operate our business.

Where a third party processes personal information on our behalf, we will take reasonable steps to ensure that the provider provides appropriate security and data protection safeguards.

Where required by UK GDPR, appropriate contractual arrangements will be put in place with processors and sub-processors.

Third-party providers may process or store information outside the UK. Where this occurs, we will take appropriate steps to ensure that any international transfer is carried out in accordance with applicable data protection law.

9. Sharing information with third parties

We will not sell client personal information.

We may disclose personal information where necessary:

- To trusted suppliers assisting us with a project;
- Where a client has instructed or authorised us to do so;
- Where necessary to provide the contracted services;
- To professional advisers, insurers or legal representatives where reasonably necessary;
- To authorities or other organisations where we are legally required to do so; or
- Where necessary to establish, exercise or defend our legal rights.

We will only share information that is reasonably necessary for the relevant purpose.

10. Confidentiality

We treat client documents, correspondence, footage and other project information as confidential unless:

- The information is already publicly available;
- The client has authorised its disclosure;
- Disclosure is necessary to provide the services;
- Disclosure is required by law; or
- Disclosure is otherwise permitted by applicable law.

Where assistants, contractors, editors or other authorised individuals need access to client information, we will take reasonable steps to ensure that they are subject to appropriate confidentiality obligations.

11. Your data protection rights

Depending on the circumstances and the lawful basis for processing, you may have rights under UK data protection law, including the right to:

- Request access to personal information we hold about you;
- Request correction of inaccurate or incomplete information;
- Request deletion of personal information in certain circumstances;
- Request restriction of processing in certain circumstances;
- Object to certain processing;
- Request portability of information where the relevant legal conditions apply; and
- Withdraw consent where we rely on consent as our lawful basis.

These rights are subject to certain legal exceptions and may not apply in every circumstance.

To exercise a data protection right, please contact us using the details below.

Email: info@cutabovetheedgefilms.com

We may need to verify your identity before responding to a request.

12. Personal data breaches

We take reasonable steps to prevent personal data breaches.

If we become aware of a breach involving personal information, we will assess it and take appropriate action in accordance with applicable data protection law, including notifying the Information Commissioner's Office and/or affected individuals where legally required.

13. Changes to this Privacy Notice

We may update this Privacy Notice from time to time to reflect changes to our services, technology, legal requirements or the way we process personal information.

The latest version will be published on our website with the date of the most recent update.

14. Contact us

If you have any questions about this Privacy Notice, how we handle your personal information, or wish to exercise your data protection rights, please contact:

Cut Above The Edge Films
Connie Edgington
Email: info@cutabovetheedgefilms.com

You also have the right to complain to the Information Commissioner's Office (ICO) if you believe your personal information has been handled unlawfully.

ICO website: [Information Commissioner's Office](https://ico.org.uk/)