

Privacy Policy

SUZANN WADE Agency

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1. Introduction

This privacy policy explains how we collect and use personal data about you when you interact with our website, our agency or contact us.

It is important that you read this privacy policy together with any other privacy information we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data.

2. Who are we?

Suzann Wade Agency (of 9 Wimpole Mews, London W1G 8PB) is a “data controller”. When you join as a client, use our website or contact us, we are the “data controller”. This means that we are responsible for deciding how we hold and use personal data about you. We are required under the General Data Protection Regulation 2016 (the “GDPR”) to notify you of the information contained in this privacy policy.

We have a dedicated data protection officer (“DPO”). You can contact the DPO by writing to the above address, marking it for the attention of the DPO. Alternatively, you can go to the ‘Contact’ section of our website.

THIRD-PARTY LINKS

The Suzann Wade website, our emails and any posts may include contact details of third parties or links to third party websites. Contacting those third parties or clicking on those links may allow third parties to collect or share personal data about you. We do not control these third-parties and are not responsible for their privacy statements or processing activities.

3. What kinds of personal data about you do we process?

We may collect, store, and use the following categories of personal data about you:

- Name and title
- Contact information such as address, email address and telephone numbers (including emergency or next of kin information).
- Date of birth, gender, age, nationality, citizenship status, measurements and other physical characteristics such as eye, skin and hair colour, licenses and any other details required for castings.
- Bank account information and tax status information (such as national insurance number)
- Copies of passports
- Information about criminal convictions or offences
- Photographs, show reels, voice reels, audio narrations
- Agency client engagement information such as copies of right to work documentation, samples of work and submissions (in any form including but not limited to: tapes, images, documents, literary works), and information included in a CV or cover letter or as part of the client application process.
- Career history such as agency application, letters of recommendation, B2B relationships, work, credits, contracts, engagements, projects, employment records, project details, job titles, publications, working hours, holidays, training records and professional memberships.
- Payments and fee details (payslips, commissions, interest, administration fees, royalty payments, options, buyouts and any information on intermediary services to obtain royalty payments).
- Merchandising, commercial tie-up rights, advertising, PR, publishing, intellectual property rights and other information relating to exploitation of your rights.
- Details of contractual negotiations conducted with third parties
- Details of current and past projects and engagements
- Your communications with us including email enquiries and records of telephone calls
- Health information including mental health and medical conditions
- Information gathered by using cookies in your web browser

Some of the personal data above may also fall within “special categories” of more sensitive personal data such as details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data and collection of any information about criminal convictions and offences.

On occasion clients may include sensitive personal data in emails to us about themselves or others, for example requesting advice or assistance on a sensitive issue or for a particular casting where such information is necessary for legitimate reasons by third parties and to the best of our knowledge, not an infringement on human rights, equality or diversity. Information you make available in your communications with us is your responsibility and you should take great care before including or sharing any sensitive personal data, particularly if it is someone else’s personal data.

4. When do we collect your personal data?

We collect personal data about you in the following situations:

- During the application process where you provide your personal data as a client.
- Where you are a business or your employer has provided your details to Suzann Wade to enable you to access information about our clients for work and publication.
- Your communications with us (including emails, telephone records and meetings).
- When you use our website.

5. How and why do we use your personal data?

We use your personal data primarily for the purpose of acting for you as your agent. The situations in which we may use your personal data are set out below along with the legal grounds we rely upon to process your data. Some of the legal grounds for processing will overlap and there may be several grounds which justify our use of your personal data.

To provide our services and assistance to our clients, such as:

- a) To assess whether the agency is a good fit for the client’s talents
- b) Processing payments
- c) Managing day-to-day affairs, client careers and work opportunities
- d) Determining the terms of our agency client agreement
- e) Provide strong and personalised representation
- f) Determining suitable new projects and engagements

- g) Negotiating the terms of your engagement on projects with third parties including, scope of services; fees, servicing contracts, payments and royalties; work benefits and expenses, working hours, dates of engagement, place of work, safety measures in the workplace such as COVID compliance, restrictive covenants, disputes, intellectual property rights, licence fees, merchandising and publicity.
- h) Collect and receive payments for clients, to undertake invoicing, collection, payment of VAT if relevant and deduction of commission or other fees.
- i) To respond to your enquiries and concerns
- j) Updating your records and contact details to contact you about payments, tracing your whereabouts to contact you about your account or to recover debts.
- k) Making arrangements for the termination of any agency client relationships

To allow us to pursue our legitimate interests of running an agency, such as:

- a) To develop and improve the business and relationships
- b) Facilitate accurate and up-to-date records
- c) For management and audit of our business operations
- d) To respond to requests, enquiries, comments or concerns including equality or diversity considerations such as equal opportunities monitoring
- e) To protect the Suzann Wade Agency and our clients from fraud and other illegal activities
- f) To carry out monitoring and to keep records of our communications with you and our staff
- g) For market research and statistical analysis
- h) To use website cookies to improve Suzann Wade Agency website
- i) Direct marketing communications

With your consent or explicit consent, such as:

- a) Where you contact us with an enquiry and provide your personal data in that email
- b) For some direct marketing
- c) To collect, hold and disclose client data concerning your health to third parties where health records or medical examination is a condition of engagement
- d) To hold and disclose any criminal information relating to (including alleged offences) when disclosure of such information to a third party is a condition of engagement.
- e) Processing is necessary for the establishment, exercise or defence of legal claims or whenever Courts are acting in their judicial capacity
- f) Processing is necessary for reasons of substantial public interest

- g) Processing relates to personal data which are manifestly made public by the data subject

To comply with our legal obligations, such as:

- a) Accounting and auditing of the business
- b) To send you communications required by law, for example updates to this privacy policy

6. Sharing your data

We may share your personal data with third parties, including third-party service providers. We require such third parties to respect the security of your data and to treat it in accordance with data protection legislation, for example, submitting clients for work through a third-party casting database or for a client on an existing project when there is an emergency and more information is required. We may also share your personal data with third parties where required by law or where we have another legitimate interest in doing so or with your consent.

7. Transferring your personal data outside the UK

We are based in the UK but sometimes we may need to transfer your personal data to other countries. If the publisher, production or casting is located outside the UK and the information is specifically required to obtaining work, VISAs, securing flights or accommodation, your personal data will be provided and focussed specifically on that opportunity.

8. What should you do if your personal data changes?

You should tell us, so we can update our records. The contact details for this purpose are in this privacy policy.

9. How do we keep your data secure?

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and council members who have a business need to know and are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

10. For how long do we retain your personal data?

We retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of agency agreements and satisfying any legal, accounting, publishing, research or reporting requirements.

Once you are no longer a client of the agency we will retain your records and documents where it is necessary in order to contact you regarding future payments and in order to make those payments. We will securely destroy all other personal data within 30 working days of your representation coming to end.

For operational purposes we may retain a record that you or your employer was a client or associate of the Suzann Wade agency, records of any complaints or concerns you raised in respect of the agency, and records of our communications with you.

11. Your rights

Your rights in connection with your personal data

Under certain circumstances, by law you have the right to:

- **Request access** to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal data for direct marketing purposes.
- **Request the restriction of processing** of your personal data. This enables you to ask us to suspend the processing of your personal data, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal data to another party.

If you want to review, verify, correct or request erasure of your personal data, object to the processing of your personal data, or request that we transfer a copy of your personal data to another party, please contact us.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

In the limited circumstances where we rely on your consent to process personal data about you, you have the right to withdraw your consent for that specific processing at any time.

Please note that if you fail to provide certain information when requested or if you do not allow us to process certain information, we may not be able to act as your agent. It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your client relationship with us.

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues. We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

12. Changes to this Privacy Policy

We reserve the right to update this privacy policy at any time. We may also notify you in other ways from time to time about the processing of your personal data.

If you have any questions about this Privacy Policy, please direct to the attention of the Data Protection Officer, Suzann Wade Agency, 9 Wimpole Mews London W1G 8PB or via our contact form on the website.