

# Privacy Notice

SharpStream Ltd

SharpStream Ltd provides digital audio streaming services to digital audio content creators.

## Your personal data

In order for SharpStream to deliver an effective service, at times we need to collect and use your personal data. This notice outlines the types of data we use as well as how and why we will use it.

**Purpose: To register you as a customer/user**

**What we need**

Name, address, email address, telephone number and payment details.

**The legal basis for us processing this**

Performance of a contract.

**Where this data will be stored**

SurveyMonkey - USA. Protected by: Data protection adequacy assessment for the European Commission (EU – US Privacy Shield)

ProsperWorks - USA. Protected by: Data protection adequacy assessment for the European Commission (EU – US Privacy Shield)

Google - USA. Protected by: Data protection adequacy assessment for the European Commission (EU – US Privacy Shield)

**How long will we keep this data**

For as long as you remain a customer.

## Where the data is sourced

Directly from you.

## Purpose: To communicate details of products/services to you

### What we need

Name, email address, telephone number and your communication preferences.

### The legal basis for us processing this

Your consent to do so.

### Where this data will be stored

Via third parties:

ProsperWorks - USA. Protected by: Data protection adequacy assessment for the European Commission (EU – US Privacy Shield)

MailChimp - USA. Protected by: Data protection adequacy assessment for the European Commission (EU – US Privacy Shield)

Google - USA. Protected by: Data protection adequacy assessment for the European Commission (EU – US Privacy Shield)

RingCentral - USA. Protected by: Data protection adequacy assessment for the European Commission (EU – US Privacy Shield)

ZenDesk - USA. Protected by: Data protection adequacy assessment for the European Commission (EU – US Privacy Shield)

SurveyMonkey - USA. Protected by: Data protection adequacy assessment for the European Commission (EU – US Privacy Shield)

### How long will we keep this data

For as long as you consent to us processing (as per the Information Commissioner's guidance, we will review your consent at least every two years).

## Where the data is sourced

Directly from you.

**Purpose: To deliver our services or products to you**

**What we need**

Name, address, email address, telephone number and payment details.

**The legal basis for us processing this**

Performance of a contract.

**Where this data will be stored**

Xero - USA. Protected by: Data protection adequacy assessment for the European Commission (EU – US Privacy Shield)

ProsperWorks - USA. Protected by: Data protection adequacy assessment for the European Commission (EU – US Privacy Shield)

MailChimp - USA. Protected by: Data protection adequacy assessment for the European Commission (EU – US Privacy Shield)

Google - USA. Protected by: Data protection adequacy assessment for the European Commission (EU – US Privacy Shield)

RingCentral - USA. Protected by: Data protection adequacy assessment for the European Commission (EU – US Privacy Shield)

ZenDesk - USA. Protected by: Data protection adequacy assessment for the European Commission (EU – US Privacy Shield)

**How long will we keep this data**

For as long as you are a customer.

**Where the data is sourced**

Directly from you.

**What happens if you do not provide the data**

We will be unable to perform the services contract.

## Cookies

You can read about how we use cookies in our Cookies Notice.

## Your rights

Whilst we are holding or processing your personal data, you have the following rights:

### 1. Right of Access

You have the right to request a copy of the information that we hold about you.

### 2. Right of Rectification

You have a right to correct data that we hold about you that is inaccurate or incomplete.

### 3. Right to be Forgotten

In certain circumstances you can ask for the data we hold about you to be deleted.

### 4. Right to Restriction of Processing

Where certain conditions apply you have a right to restrict the processing of your personal data.

### 5. Right of Portability

You have the right to have the data we hold about you transferred to another organisation.

### 6. Right to Object

You have the right to object to certain types of processing such as direct marketing.

### 7. Right to Object to Automated Processing, including Profiling

At SharpStream, we use no automated processing in our decision-making.

### 8. Right to Judicial Review

In the event that SharpStream refuses your request under rights of access, we will provide you with a reason as to why. If you are not satisfied with this you have the right to complain to the relevant supervisory authority (see detail below on Complaints)

Where you have consented to processing of your personal data, you have the right to remove this consent at any time. You can exercise these rights at any time by contacting the appropriate individual under 'Key Contacts'.

## Disclosure

In most instances, we will not disclose your personal data to third parties without your consent. We have the following third party agreements in place:

- GDPR Design help us hold and process your communication preferences securely in line with consent provided via our website

Some of the organisations we share information with are based in third countries (countries sitting outside of the European Economic Area), and there are appropriate safeguards in place to protect your personal data.

### Organisation: ProsperWorks

Country: United States

Safeguard in place: Data protection adequacy assessment for the European Commission (EU – US Privacy Shield)

### Organisation: MailChimp

Country: United States

Safeguard in place: Data protection adequacy assessment for the European Commission (EU – US Privacy Shield)

### Organisation: Survey Monkey

Country: United States

Safeguard in place: Data protection adequacy assessment for the European Commission (EU – US Privacy Shield)

### Organisation: Google

Country: United States

Safeguard in place: Data protection adequacy assessment for the European Commission (EU – US Privacy Shield)

Organisation: PandaDoc

Country: United States

Safeguard in place: Data protection adequacy assessment for the European Commission (EU – US Privacy Shield)

Organisation: ZenDesk

Country: United States

Safeguard in place: Data protection adequacy assessment for the European Commission (EU – US Privacy Shield)

Organisation: Xero

Country: United States

Safeguard in place: Data protection adequacy assessment for the European Commission (EU – US Privacy Shield)

## Key Contacts

Our Data Protection Representative is responsible for helping ensure we treat your personal data appropriately. They can be contacted through the following means:

Data Protection Representative

- [privacy@sharp-stream.com](mailto:privacy@sharp-stream.com)
- 0800 999 2468

## Complaints

If you feel you need to make a complaint about how we are processing your personal data, you can contact the Information Commissioner's Office as the relevant supervisory authority. You do so through the following means:

- Website - <https://ico.org.uk/concerns/handling/>
- Helpline - 0303 123 1113
- Email - [casework@ico.org.uk](mailto:casework@ico.org.uk)

- Post - Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF