

Privacy Policy

Last updated: June 2026

1. Introduction

CS Creative Productions respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains what personal data we collect, how we use it, how long we keep it, who we may share it with, and what rights you have.

For the purpose of this policy, “we”, “us” and “our” refers to CS Creative Productions.

If you have any questions about this Privacy Policy, you can contact us at:

Email: hello@cscreativeproductions.co.uk

Website: cscreativeproductions.co.uk

Location: South & West Wales, United Kingdom

2. Information We Collect

We may collect personal information when you contact us, submit an enquiry form, complete a booking form, request a quote, book a service, or communicate with us by email, phone or social media.

The information we may collect includes:

- Your name
- Email address
- Phone number
- Project or event details
- Event date and location
- Business name, website or social media links, where relevant
- Package or service selected
- Budget information
- Messages, requests or additional details you provide
- Payment and invoice information
- Photographs, video footage or audio recordings captured as part of a booked project

We only collect information that is relevant to providing our services, responding to enquiries, managing bookings and delivering photography, filmmaking and creative content projects.

3. How We Use Your Information

We may use your personal information to:

- Respond to enquiries
- Provide quotes
- Check availability
- Manage bookings
- Send booking confirmations and project information
- Create invoices and payment records
- Plan photography or filming projects
- Deliver final images, films or other agreed content
- Communicate with you before, during and after a project
- Improve our website, services and client experience
- Keep business and financial records
- Handle cancellations, rescheduling or client requests
- Share selected work for portfolio, website, social media or marketing purposes where appropriate

We do not sell your personal information.

4. Lawful Basis for Using Your Information

We process personal information under the following lawful bases:

Contract

We use your information when it is necessary to provide a quote, manage a booking, deliver a service, process payment or complete a project you have requested.

Legitimate Interests

We may use your information for reasonable business purposes, such as responding to enquiries, keeping business records, improving our services, protecting our business, and showcasing our work where appropriate.

Consent

We may rely on consent for specific uses, such as sending marketing emails, using certain cookies, or using images in situations where consent is required.

Legal Obligation

We may keep certain records where required for tax, accounting, legal or regulatory reasons.

5. Photography, Filming and Portfolio Use

As a photography and filmmaking business, our work may include images, video footage or audio recordings of clients, guests, staff, businesses, venues, products or events.

Unless otherwise agreed in writing, selected images or footage may be used by CS Creative Productions for portfolio, website, social media, advertising and promotional purposes.

Clients should let us know before booking if they require any content to remain private or if there are specific restrictions around sharing images or footage.

For projects involving children or young people, we may require permission from a parent, guardian, school, organisation or responsible adult before creating or sharing content.

6. Payments and Financial Information

We may collect payment-related information, such as:

- Booking fee payments
- Invoice details
- Payment status
- Transaction references

We do not store full card details ourselves. If online payments are used, payments may be processed securely through a third-party payment provider.

7. How Long We Keep Your Information

We only keep personal information for as long as necessary.

Typical retention periods include:

- Enquiry information: up to 12 months if no booking is made
- Booking and project information: up to 6 years for business, tax and legal record keeping
- Final project files: kept for a reasonable period depending on storage availability and project type
- Portfolio content: may be kept and displayed unless removal is requested and agreed
- Marketing consent records: kept until you unsubscribe or withdraw consent

We may delete files, galleries or download links after a certain period. Clients are responsible for downloading and safely storing their delivered content.

8. Who We Share Information With

We may share limited personal information where necessary to run our business and deliver our services.

This may include:

- Website hosting or website form providers
- Email providers
- Online gallery or file delivery platforms
- Payment processors
- Accountants or financial record-keeping services
- Collaborators, second shooters or assistants involved in a project
- Legal or regulatory authorities where required

We only share information where necessary and expect third parties to handle personal information securely.

9. Website Forms and Third-Party Services

When you submit a form through our website, your information may be processed through our website provider or form system.

Our website may also contain links to third-party websites, social media platforms or external services. We are not responsible for the privacy practices of those third-party websites.

10. Cookies and Website Analytics

Our website may use cookies or similar technologies to help the website function, improve user experience, analyse website traffic or understand how visitors use our site.

Some cookies are necessary for the website to work properly. Others, such as analytics or marketing cookies, may require your consent.

You can manage or disable cookies through your browser settings. If our website uses a cookie banner, you can adjust your preferences there.

11. Marketing Communications

We will only send marketing emails where you have given consent or where we are otherwise permitted to do so.

You can unsubscribe or ask us to stop sending marketing messages at any time by contacting:

hello@cscreativeproductions.co.uk

We will still be able to contact you about existing bookings, enquiries, payments or services you have requested.

12. How We Protect Your Information

We take reasonable steps to keep your personal information secure and protect it from unauthorised access, loss, misuse or disclosure.

This may include secure email accounts, password protection, controlled access to files, backup systems and careful handling of client information.

However, no online system is completely risk-free, so we cannot guarantee absolute security.

13. Your Data Protection Rights

Under UK data protection law, you may have the right to:

- Request access to the personal information we hold about you
- Ask us to correct inaccurate or incomplete information
- Ask us to delete your personal information in certain circumstances
- Ask us to restrict how we use your information
- Object to certain uses of your information
- Withdraw consent where we rely on consent
- Request a copy of your information in a portable format where applicable

To make a request, contact:

hello@cscreativeproductions.co.uk

We may need to verify your identity before responding.

14. Complaints

If you are unhappy with how we handle your personal information, please contact us first so we can try to resolve the issue.

You also have the right to complain to the Information Commissioner's Office, the UK data protection regulator.

Website: ico.org.uk

15. Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

Any changes will be published on this page with an updated "Last updated" date.

We recommend checking this page occasionally to stay informed about how we protect your information.