



Ace Voices Privacy Policy

This privacy policy will explain how our company uses the personal data we collect from you when you use our website.

Please note that your acceptance of our privacy policy is deemed to occur upon your first use of our website or agreement to our services. If you do not accept and agree with this privacy policy, you must stop using our website immediately.

Topics:

- What data do we collect?
- How do we collect your data?
- How will we use your data?
- How do we store your data?
- Marketing
- What are your data protection rights?
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What data do we collect?

Ace Voices collects the following data:

- Personal identification information (such as name, email address, phone number, etc.)

How do we collect your data?

You directly provide Ace Voices with most of the data we collect. We collect data and process data when you:

- Provide your personal data and submit them on any of our online forms or via email (name, email address, company work for, phone number, etc.)
- Register through our online forms for representation by Ace Voices as an artist
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email
- Call us or email us giving us your personal data

How will we use your data?

Ace voices collects your data so that we can:

- Process your order, manage your account, and recommend voiceover artists
- Email you with news updates
- Provide services to Clients on the artist's behalf

How do we store your data?

As visitors to our website:

We only keep your data for as long as we need to in order to use it to correspond or respond to communications with you and/or for as long as we have your permission to keep it.

As Clients or Artists represented by Ace Voices where relevant:

We will keep details of financial transactions made on the artist's behalf for 6 years and details of contracts, confirmations and/or letters of agreement for work negotiated on the artist's behalf for 1 year after the relevant project, unless the project lasts for a time period longer than 1 year or is needed for usage extension.



We will be required to provide some of the personal information that artists provide to us to each potential Client. This may include (but is not limited to) the artist's real name, address and telephone number and, where applicable, qualifications. Aside from this, Ace Voices will keep the personal information artists provide us on file and will only use it only as necessary to secure work for the artist. We will not otherwise divulge such information to third parties without the artist's express consent except where we are required to make any such disclosure to the artist's professional body or are required to make such disclosure by law. The artist must be aware that if we receive any information about the artist that indicates that they may be unsuitable for any project, Ace Voices are under a legal obligation to notify the Client as soon as we become aware of that information and/or to investigate such information. The artist will on request provide Ace Voices with such information and documents as we may require in order to enable us to properly investigate such information.

Ace Voices are registered with the Information Commissioner's Office (ICO) to collect, retain, store and pass on personal information on Artists, Clients, Suppliers and other Agents in accordance with the General Data Protection Regulations 2018. Our registration number is: ZA763796.

Please note that in seeking suitable work for our artists, we may offer our artists' services to other agencies and, where appropriate, will authorise such agencies to collect our artist's Fee from Clients and pay them via our Ace Voices Agency. Where Ace Voices 'sub-contract' our services, we will endeavour to ensure that the second agency is 'suitable' (as defined by regulations) and we may provide such second agency with such personal details as are required to secure the work in question.

Marketing

Ace Voices would like to send you information about services of ours that we think you might like.

If you have agreed to receive our marketing (which will be in the form of emails), you may always opt out at a later date.

You have the right at any time to stop Ace Voices from contacting you for marketing purposes.

If you no longer wish to be contacted for marketing purposes, please email us at hello@acevoices.com detailing your wish to be opted out.

What are your data protection rights?

Ace Voices would like to make sure you are fully aware of all your data protection rights. Every user is entitled to the following:

The right to access - You have the right to request Ace Voices for copies of your personal data. We may charge you a small fee for this service.

The right to rectification - You have the right to request that Ace Voices correct any information you believe is inaccurate. You also have the right to request Ace Voices to complete information you believe is incomplete.

The right to erasure - You have the right to request that Ace Voices erase your personal data, under certain conditions.

The right to restrict processing - You have the right to request that Ace Voices restrict the processing of your personal data, under certain conditions.

The right to object to processing - You have the right to object to Ace Voices' processing of your personal data, under certain conditions.

The right to data portability - You have the right to request that Ace Voices transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: hello@acevoices.com



What are cookies?

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information.

For further information, visit allaboutcookies.org

When you visit our website, we will not collect your cookies as we have disabled the collection of analytics and performance cookies.

If at any point, we decide to start collecting cookies, we will update our privacy policy.

Privacy policies of other websites

Ace Voices website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

Ace Voices keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 11th December 2020.

How to contact us

If you have any questions about Ace Voices' privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us at our email: hello@acevoices.com

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Ace Voices has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.