DATA PROTECTION AND PRIVACY / VERSION 1.0

Privacy Notice

Your wedding is personal. This notice explains what information Richardson Video collects, how we use it, who we share it with and how you can exercise your privacy rights.

EFFECTIVE DATE	ISSUED BY
12 November 2026	MAR + DEE Ltd | Company no. 13007027

DATA CONTROLLER	PRIVACY CONTACT
MAR + DEE Ltd	**rob@maranddee.co.uk**

01 / Who we are and who this notice covers

MAR + DEE Ltd (company number 13007027), trading as Richardson Video, is the controller of personal data used in connection with Richardson Video enquiries, wedding bookings, filming, editing, delivery and related customer support. Our business contact address is Unit 5, Enterprise Court, Sandbach, Cheshire, CW11 3SW.

This notice applies to people who contact us, clients who book services, wedding guests and other people who may be recorded in our work, suppliers and visitors to our website and booking pages. It covers Richardson Video activity rather than unrelated services offered by the company.

For questions about this notice or personal information, email info@richardsonvideo.co.uk or rob@maranddee.co.uk. You can also telephone 07827 930482.

02 / Personal information we collect

We may collect names, email addresses, telephone numbers, contact and correspondence details, and information about a planned wedding such as dates, venues, schedules, photographers, planners, special requests and chosen services.

When you book, we may record your booking reference, agreed package and pricing, invoice history, payment status, transaction references, acceptance of terms, correspondence, revision requests and delivery records. Card payments are handled by a secure payment provider; we do not need to store your full card number or security code.

During our services we record moving images, photographs and sound, which may include the appearance or voice of the couple, wedding guests, children, suppliers and others present. We may also process technical information such as IP address, device/browser type, website and booking-form activity, and security logs.

03 / Where information comes from

Most contact and booking details come directly from you, including through our website, email, social media, telephone, our booking form or face-to-face conversations.

We may receive relevant event information from your partner, a wedding planner, venue, photographer or another supplier assisting with your wedding. Video and audio are captured at the event itself. Technical information may be collected automatically through our website and service providers.

Where we obtain personal information about other individuals indirectly, we will take reasonable and proportionate steps to make information about our processing available, including by publishing this notice and discussing appropriate wedding-day notices where necessary.

04 / How we use your data and our lawful bases

We use personal information only when we have an appropriate lawful basis under UK data-protection law. Different activities can rely on different legal bases.

Purpose	Lawful basis and explanation
Respond to enquiries	Legitimate interests in answering requests and assessing potential bookings; steps requested before entering a contract where applicable.
Book and deliver services	Contract, including planning, communicating with clients, arranging filming, producing edits and providing deliverables.
Record people at weddings	Contract in relation to the client and legitimate interests in capturing the event and supplying the commissioned work, balanced against the rights of people filmed.
Invoices and tax records	Legal obligation, including accounting, tax and record-keeping requirements.
Secure systems and handle disputes	Legitimate interests in protecting the business, staff and clients, preventing fraud, and establishing or defending legal claims.
Optional marketing emails	Consent or another permitted basis under applicable electronic-marketing rules; any required opt-in will be separate.
Public portfolio and promotion	We will seek separate permission from the couple for promotional use and assess a lawful basis and privacy impact for identifiable other people.

We do not rely on acceptance of our wedding booking terms as permission for unrelated promotional emails or optional portfolio use.

05 / Wedding filming, children and sensitive information

Wedding filming may incidentally capture guests and children. We focus our recording on the agreed event and do not intentionally collect special-category information, such as details about health or religious belief, unless needed for an identified and lawful purpose. Some such information may nevertheless be apparent from the setting, ceremony or conversations.

Where processing amounts to special-category data, we will only process it where an additional legal condition applies. We will consider privacy, consent and safeguarding requests raised before the event and any concerns brought to us afterwards. Some requests may require us to balance the rights of the individual with the couple's rights, the contractual services and any applicable legal obligations.

Please let us know in advance if an individual requires particular privacy arrangements; we will discuss reasonable and practical options.

06 / Payments, website and online booking

Our booking pages collect the information needed to prepare the agreement, request a secure payment and record the booking. Payment service providers may process card and payment information under their own privacy arrangements, while sharing with us the transaction reference and confirmation status.

We use web hosting, communications and administration services to operate our site and client workflow. Technical logs may be used to maintain security, prevent abuse, investigate errors and support reliable operation.

If information required to identify the couple, provide a booking confirmation or process payment is not supplied, we may be unable to complete the booking. Optional information does not generally have to be provided.

07 / Who we share information with

We disclose personal information only where needed for the purposes described here, with appropriate safeguards. This may include members of our team and trusted associate filmmakers or photographers; wedding planners and suppliers when coordination is required; and professional advisers, insurers or public authorities where justified or required by law.

Our technology suppliers include payment processing (currently Stripe), project and booking administration (currently monday.com), website and application hosting (including Vercel and our website provider), email and cloud storage, and digital gallery or media-delivery platforms. These suppliers may act as processors under our instructions or independent controllers for some functions.

We do not sell clients' or guests' personal information to data brokers. Any use of third-party marketing or tracking technology is subject to the relevant disclosures and legal requirements.

08 / Transfers outside the United Kingdom

Some service providers operate internationally or use infrastructure outside the UK. Where we transfer personal information overseas, we assess the legal basis for the transfer and use an applicable adequacy regulation or suitable safeguards, such as the UK International Data Transfer Agreement or the UK Addendum to approved standard contractual clauses, where required.

You may contact us to request information about safeguards relevant to your personal data. The countries and providers involved can change as our systems evolve.

09 / How long we keep information

We keep personal information for no longer than reasonably necessary for the purpose collected, taking account of legal, financial, operational and dispute-resolution needs. Our general retention approach is:

Information	Typical approach
Unsuccessful enquiries	Normally reviewed for deletion after up to 24 months from the last substantive contact, unless there is a lawful reason to keep them longer.
Confirmed booking records	Generally retained for up to six years after completion or termination, to manage contractual and potential legal matters.

Information	Typical approach
Invoices and accounting	Normally kept for at least six years where required for accounting and tax compliance.
Raw footage and project files	May be deleted 12 months after final delivery, subject to any ongoing issue, agreed arrangement or legal requirement.
Final digital films	Delivery links and archive copies are not guaranteed to remain available indefinitely; clients should securely download and back up their files.
Marketing preferences	Kept while relevant, with suppression records where necessary to respect an unsubscribe or withdrawal.

We may retain information longer when reasonably necessary for a dispute, a legal obligation or an ongoing matter, and may remove it sooner where appropriate.

10 / Your rights

Subject to the conditions and exceptions in the law, you may have the right to be informed, access your personal data, correct inaccurate data, request erasure, restrict processing, receive certain data in a portable format and object to processing.

You have the right to object to direct marketing at any time. You may also object to processing based on legitimate interests; we will consider the request in accordance with the law. Where we rely on consent, you can withdraw it at any time without affecting processing already lawfully carried out.

To exercise a right, contact rob@maranddee.co.uk or info@richardsonvideo.co.uk. We may need enough information to verify identity or authority. We will respond within applicable legal timescales, normally one calendar month for an individual-rights request, subject to permitted extensions.

11 / Portfolio, publicity and direct marketing

We may wish to show selected wedding footage or stills in our portfolio, on social media or in promotional materials. We will ask the couple separately for permission before public promotional use of their wedding, and take account of the rights and interests of any other identifiable people.

Any request to receive marketing emails will be separate from a required contract acceptance box. You may withdraw consent or unsubscribe using the method provided in a marketing message or by contacting us directly.

If you have concerns about an image, recording or publication featuring you, please contact us so we can assess the request, including whether content can be removed or restricted.

12 / Cookies and similar technologies

Our website and online booking service may use cookies or similar technologies to keep essential features working, remember relevant choices, maintain security and understand how the service is being used.

Where consent is legally required for non-essential cookies or tracking, we will provide appropriate information and choices before using them. Certain uses may fall within a statutory exception, subject to applicable conditions. The exact technologies in use depend on the website, embedded tools and your settings.

You can usually manage cookies through browser settings and any preference controls offered on our website. Please contact us if you would like more information about the specific technologies used by our website and booking pages.

13 / Security and automated decisions

We use reasonable organisational and technical safeguards to limit unauthorised access, alteration, loss or misuse of personal data, including access controls and suitable service providers. No online system can be guaranteed completely risk-free.

We do not make solely automated decisions about individuals that produce legal or similarly significant effects as part of our normal wedding booking process. If that changes, we will provide further information as required by law.

14 / Data-protection complaints and the ICO

If you believe we have handled personal information incorrectly, please email rob@maranddee.co.uk with the subject "Data protection complaint", or contact us using the postal address or telephone number below. Describe your concern and the outcome you are seeking.

We will acknowledge a data-protection complaint within 30 days, take appropriate steps to investigate it without undue delay, keep you informed as appropriate and explain the outcome.

You may also complain to the UK Information Commissioner's Office (ICO) at ico.org.uk or telephone 0303 123 1113. We would welcome the opportunity to address your concern first, but you are not required to give up your right to contact the ICO.

15 / Changes to this notice

We may update this notice if our business activities, technology or legal obligations change. We will display the updated version and effective date and, where required, inform people before using their personal data for a materially different purpose.

This notice is effective from 12 November 2026 and is version 1.0.

CONTACT & COMPANY DETAILS

MAR + DEE Ltd trading as Richardson Video
Company number 13007027 | Registered in England and Wales
Business/contact address: Unit 5, Enterprise Court, Sandbach, Cheshire, CW11 3SW
Telephone: 07827 930482
Email: info@richardsonvideo.co.uk | Privacy enquiries: rob@maranddee.co.uk
Website: www.richardsonvideo.co.uk