



iPlayerHD Privacy Policy

At iPlayerHD, we believe in putting the customer experience above all else. With that in mind, we've made some changes to our Privacy Policy to make it shorter and easier to read. Our goal is improved clarity and transparency.

We respect the privacy of all of our users and any personal and other data provided to us as is necessary for us to perform our service. This privacy policy uses simple language making it easier to understand the services we provide and the data we collect, why we collect it. It also explains how the user may at any time request that the user's data be modified or permanently removed and destroyed from the iPlayerHD platform.

Who We Are

iPlayerHD is an online video hosting platform (OVP). When you use our service, you choose to upload video files to your account. We process those files and prepare them for delivery over the internet, sometimes creating multiple files and images for your use and for delivery to an audience chosen by you.

Those files are located within your unique iPlayerHD account and may only be accessed by you and by designated iPlayerHD staff.

As an iPlayerHD user, you have total control over when and where you deliver your video content. iPlayerHD is not a social network and we never share your videos. Your videos are not searchable on our website or any app we may have installed on a third-party website such as Wix.com.

iPlayerHD has partnered with certain highly secure and highly valuable third-party services including Amazon Web Services where videos, images and other data are processed, managed, stored and delivered to the user's audience. These partners are vetted carefully by iPlayerHD management to verify their conformance with the most reliable data security practices.

As is the case with video delivery over the internet, video files are primarily stored in one location but may also be stored in multiple locations to insure smooth delivery. For example, the primary storage location may be at a highly secure data center in the US State of Virginia while the same video may be located in other locations closer to the machines playing the video. This is common and typical for OVPs.

Information you provide

You may provide us with personal data when you:

- create an account
- edit or add to personal data attached to your account details after your account has been created
- add videos, images and other data while working within the iPlayerHD Content Management System (CMS)
- request or purchase goods or services from us
- contact us by any method, such as telephone, email, post, facsimile or in person
- correspond via our site

Personal data you provide that we store may include, but not be limited to; your email address, your name, your country, your IP address, your physical address, other contact details, your business name, the last four digits of your credit card and your credit card expiration date. There may be additional information deemed personal data provided by you in email correspondence while using our site, which is stored in our databases. This data may be monitored by us for trouble-shooting or maintenance purposes or if any form of abuse is suspected.

Information We Collect

iPlayerHD will collect your Internet Protocol (IP) address in order to properly manage your account while using our site. Technologies such as “cookies” are used to allow the website to function, to collect useful information about visitors and to help make your user experience better. Cookies enable us to monitor traffic patterns and to serve you more efficiently if you revisit the site. A cookie does not identify you personally, but it does identify your computer. You can set your browser to notify you when you receive a cookie and this will provide you with an opportunity to either accept or reject each instance.

We also collect information about your usage of the iPlayerHD Content Management System (CMS) when you are logged in. This will include which pages you visit, products or services that are ordered, payments that are made, videos that are uploaded, changes that are made to any facet of your account including changes you make to your content within the CMS. This activity data is stored in our databases.

iPlayerHD also collects information each time one of your videos is embedded including the domain where it is embedded. Each time a player with one of your videos is exposed on a web page, we record the event even though the video may not be played. If the video is played, we record the IP address of the machine playing the video as well as the geographical location, type of machine, type of browser, date and time, period of time the video is viewed, and other relevant data related to the viewer's behavior.

All of this information may be found in the analytics section of each of your videos. It is collected and stored for your benefit so that you have information about the behavior of those persons consuming your video content.

How we Protect Your Data

We take reasonable steps to protect the personal data we hold from misuse, interference or loss, and from unauthorized access, modification and disclosure. The steps we take to protect personal data include:

- encrypting information sent between you and us using Secure Sockets Layer protocol (SSL) and 128-bit encryption (the highest level of encryption commercially available). iPlayerHD's SSL certification is supplied by DigiCert (a US-based SSL Certificate Authority)
- outsourcing transaction processing to reputable, secure, Payment Card Industry (PCI) compliant payment gateway providers (such as PayPal and Stripe). iPlayerHD does not store or handle complete credit card data. We only store the last four digits and expiration date.
- utilizing a fully secured technology stack on Amazon Web Services technologies. iPlayerHD's databases are only accessible to certain IP addresses, locations and servers. In addition, iPlayerHD has implemented parts of the SANS security guidelines for securing its database servers
- limiting access to users' personal data through secure login to the iPlayerHD website and CMS

Any breach of personal data will be promptly notified to our users and to authorities where relevant.

You Have the Right to Access your Data and to be Permanently Forgotten

The easiest way to access most of your personal data is via your iPlayerHD account. We will, on request and with proper proof of identity, provide you with access to the personal data we hold about you. You may request updates to your personal data, which we will endeavor to accommodate in ways that do not breach our legal record keeping requirements. The easiest and quickest way to add, edit or update most of your personal data is to log into your iPlayerHD account and make the changes yourself. If you wish to request a copy of your personal data, make edits to your personal data or request your personal data be deleted, please email your request to personaldata@iplayerhd.com. All requests via this channel will be responded to or actioned within one month of receipt though we make every effort to respond in a much shorter period.

When you cancel your iPlayerHD account, we do not automatically delete all of your personal and video data. This is because we often receive requests to re-enable cancelled accounts and users find it useful to find their data intact upon return. Of course, at some point, generally no more than one year, all data will be removed.

You do have a right to be permanently and completely forgotten. If you wish to be permanently forgotten, email us at personaldata@iplayerhd.com with your request and within a 30 day period, we will delete all of your personal data, video and image files as well as all analytical data as previously described.

Disclosing Your Personal Data

We do not sell or rent your personal data to any other company, organization or person. We may disclose your personal data to:

- third parties that provide services to us, or functions on our behalf. iPlayerHD uses third parties to provide various services that may involve storing or processing your personal data. These services include; data storage, payment processing, email distribution, email validation, SMS distribution, IP lookup, data enrichment and customer and relationship management systems;

- related companies in our corporate group and business partners for the purpose of providing services which have been requested by you;
- information technology service providers responsible for our communication networks, software and system development and maintenance.

In these situations, we prohibit the third-party from using personal data about you except for the specific purpose for which we supply it. In addition, we will not disclose your personal data without your consent unless legally required to do so, including but not limited to:

- lessening or preventing a serious threat to life or health;
- protecting the personal safety of users of this website or the public;
- if we have reason to suspect that unlawful activity has been, is being or may be engaged in;
- to enforce the law or necessary to investigate a suspected unlawful activity; or
- otherwise if authorized or required by law

International Data Transfers and Certain User Rights

Location of Data

iPlayerHD is based in the United States. We provide services globally using computer systems, servers, and databases located in the U.S. and other countries. When you use our services from outside of the U.S., your information may be transferred to and processed in the U.S.. Please note that U.S. data and privacy laws may not be as comprehensive as those in your country.

GDPR (EEA and UK Users)

This section applies only to natural persons residing in the European Economic Area and the United Kingdom (for the purpose of this section only, "you" or "your" shall be limited accordingly). It is IPlayerHD's policy to comply with the EEA's General Data Protection Regulation (GDPR). In accordance with the GDPR, we may transfer your personal information from your home country to the U.S. (or other countries) based upon the following legal bases:

Legitimate business interests: We could not provide our services or comply with our legal obligations without transferring your personal information to the U.S.

Our use of Standard Contractual Clauses (also known as "Model Clauses") where appropriate.

You have the right to: opt out of non-essential cookies; access, correct, delete, restrict, or object to our use of your personal information; be forgotten; port your data; and withdraw consents. We enable exercise of these rights primarily through our services (which we reserve the right to modify). For example, we allow users to change their information, download their videos, and close their accounts. We also fulfil our obligations in response to direct requests. We will endeavor to process requests within one month. Please note that we may not be able to comply with requests to the extent that they would cause us to violate any law or infringe any other person's rights. We reserve the right to request appropriate identification. We will process requests free of charge unless they would impose an unreasonable cost on us.

If you have a request, complaint or inquiry, please contact our Data Protection Officer:

iPlayerHD Data Protection Officer

dpo@iplayerhd.com

USA 603.778.7000

We are committed to working with you to obtain a fair resolution of any issue. You also have the right to file a complaint with the supervisory data protection authority of your jurisdiction.

Change of Control

In future, iPlayerHD may sell, divest or otherwise change ownership of all or part of its business. The data collected and stored by iPlayerHD could be a part of the assets involved in that change of control. If any future change of ownership is likely to have a material impact on you, with regard to your personal data, then you will be notified of the impending change via email and/or a prominent notice on our site.

Changes to this Privacy Policy

We may modify or amend this Privacy Policy as our business requirements or the law changes. Any changes to this Privacy Policy will be updated on the website and become effective when published, so please visit the website periodically to ensure that you have our most current privacy policy.

Contact Details

If you have any questions about our Privacy Policy, have a complaint about a breach of your privacy or if you have any query on how your personal data is collected or used, please email your request to dpo@iplayerhd.com. If you wish to request a copy of your personal data, make edits to your personal data or request your personal data be deleted, please email your request to dpo@iplayerhd.com. All requests via this channel will be responded to or actioned within one month of receipt. If you wish to make a complaint about an alleged breach of the Privacy Act or other privacy regulations and legislation, we will ask you to send us your complaint in writing to either of the email address provided above. We will respond to complaints within a reasonable period (<30 days).

Your continued use of the iPlayerHD website and services constitutes your agreement to this Privacy Policy and any future revisions.

Date Last Modified

This Privacy Notice was last modified on 1 February 2021.

iPlayerHD Contact Information

Please contact iPlayerHD with any questions or comments about this Privacy Policy, your personal information, our third-party disclosure practices, or your consent choices at privacypolicy@iplayerhd.com.

You may also write us at

iPlayerHD
249 Cooper Hill Road
Nottingham, NH 03290

We will respond to your inquiry within 30 days of its receipt.