

PISTO PRIVACY NOTICE

At PISTO, we are committed to protecting the personal information of our customers and we handle all personal information in a secure manner. We do not sell personal information to any third parties.

This privacy notice applies to information PISTO collects about:

- Customers
- Visitors to our website

At PISTO, we may process personal information to provide you with products and services. This information includes:

- personal details - such as name, title, address, email addresses, telephone numbers, date of birth and gender
- equality information - disability (if any), ethnic group, religious belief and gender identity
- payment details such as bank account number and sort code so we can receive payments from you or provide payments to you and record details of the financial transactions with you;
- photos
- records of your interaction with us such as telephone conversations, emails and other correspondence and your instructions to us;
- records of your attendance at any events or studio visits hosted by us
- marketing communication preferences - so that we know whether and how we should contact you

Why we need your personal information - contractual purposes

We need to process our customer's personal information so that we can provide products and services. We will use your personal information to:

- Provide you with products and services including but not limited to puppets, figures, characters and props
- Send you important communication by post or email in relation to your products and services including but not limited to update emails or phone calls relating to your specific order

If you do not provide us with all of the personal information that we need to collect then this may affect our ability to offer the products and services you require.

Why we need your personal information - legitimate interests

We also process our customer's personal information in pursuit of our legitimate interests to:

- deliver text, film and photography for our website and social media channels. Our products, services and events may be filmed for videos to be used later or live streaming purposes and your personal information may also be used in images captured for promotional, education and development purposes upon agreement;
- invite you to studio visits or events, for example exhibitions

- respond to and communicate with you regarding your questions, comments, support needs or complaints, concerns or allegations in relation to PISTO.

Where we process your personal information in pursuit of our legitimate interests, you have the right to object to us using your personal information for the above purposes. If you wish to object to any of the above processing, please contact us by using the contact details further down in this document. If we agree and comply with your objection, this may affect our ability to undertake the tasks above for the benefit of you as a customer.

Why we need your personal information - consent

We use consent as the legal basis to:

- send out marketing communications to promote and encourage use of PISTO products and services

Who we share your personal information with

If personal information is included in any images or videos taken by us or provided by our customers for the purposes of creating products, we may use these for promotional and/or journalistic purposes upon consent. Alternatively, images or videos may not be used or can be destroyed once the final product is delivered upon agreement.

We may be required to share personal information with statutory or regulatory authorities and organisations to comply with statutory obligations. Such organisations include Norwegian Police and law enforcement agencies for the purposes of prevention and detection of crime.

We may also share personal information with our professional and legal advisors for the purposes of taking advice.

Your data may be shared with data processors to help with communication delivery and storage of files. For example, we may use companies who provide cloud-based file storage and sharing like Dropbox and SharePoint.

We will pass some personal data on to our payment providers in order to process payments. This generally includes payment details along with name, address and contact details.

If we do share personal information with external third parties, we will only share such personal information strictly required for the specific purposes and take reasonable steps to ensure that recipients shall only process the disclosed personal information in accordance with those purposes.

How long we keep your personal information

We will only keep your personal information for as long as necessary to provide you with products or services. Unless you ask us not to, we will review and possibly delete your personal information where your order has been delivered.

We will keep certain personal information for longer in order to confirm your identity and the products or services you have ordered from us.

Transferral of personal data outside the European Union

Your personal data may be transferred outside of the EU when we are using third party services such as Dropbox. Whenever your data is transferred outside the EU, we will make sure the organisation receiving the personal data has provided adequate safeguards. For

example, Dropbox participate in and has certified their compliance with the EU-U.S. Privacy Shield Framework and the Swiss-U.S Privacy Shield Framework.

Visitors to our website

Analytics

We may use a third party service, such as Google Analytics, to collect information to help us better understand how people use our website: for example which areas are being used more frequently than others and whether more people view the website on a mobile device rather than a desktop. This information is only processed in a way which does not identify anyone. We do not make any attempt to find out the identities of those visiting our website.

Our legal basis for processing this information is legitimate interests.

The retention period for user-level data stored by Google Analytics is set at 26 months and the retention period is not reset on each new activity from a visitor.

Use of cookies

At the moment our website is not using cookies.

Your rights

Under the General Data Protection Regulation, you have rights as an individual which you can exercise in relation to the information we hold about you. You can read more about these rights at <https://www.datatilsynet.no/en/>

Your rights include:

- your right to request access to the personal information that we hold about you by making a subject access request;
- if you believe that any of your personal information is inaccurate or incomplete, you have a right to request that we correct or complete your personal information;
- your right to request that we restrict the processing of your personal information for specific purposes; and
- if you wish us to delete your personal information, you may request that we do so.

Access to personal information

PISTO endeavours to be as open as possible in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request'. If we do hold information about you, we can:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information

To make a request to PISTO for any personal information we may hold, please contact us by using the contact details provided below.

If we do hold information about you, you can also ask us to correct any mistakes by contacting us.

Complaints or queries

PISTO endeavours to meet the highest standards when collecting and using personal information. For this reason, we take any queries we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures. Please contact us using the contact details provided further down this page.

Links to other websites

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated on 25 August 2019.

How to contact us

If you want to request information about our privacy policy, you can email us:

tiina@pisto.no

sean@pisto.no

or write to:

PISTO v/ Tiina Suhonen & Sean Morrissey

Olleveien 1

1182

Oslo

Norway