



DDW Videography & Productions Privacy Policy

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Effective date: 1 March 2026

DDW Videography & Productions (“**DDW**”, “**we**”, “**us**”, “**our**”) respects your privacy and is committed to protecting the personal information we collect and process. This Privacy Policy explains what information we collect, how we use it, how we protect it, and the rights you have regarding your personal information.

This Privacy Policy is intended to comply with the **Protection of Personal Information Act, 2013 (POPIA)** of South Africa.

1) Responsible Party

DDW Videography & Productions is the **Responsible Party** (data controller) for personal information processed under this Privacy Policy.

Contact Details (Privacy Queries):

Email: info@ddwvid.co.za

Phone/WhatsApp: 068 353 9278

2) What Personal Information We Collect

We may collect personal information directly from you, from your authorised representatives (e.g., wedding planners), or through our website/contact forms.

2.1 Information you provide to us

When you contact us, request a quote, or book our services, we may collect:

- Full name and surname
- Email address
- Phone number / WhatsApp number
- Event or project details (e.g., date, location, venue, type of event)
- Communication preferences
- Any information you include in messages or enquiries
- Contracting and administrative details required to provide services

2.2 Billing and payment information

Where applicable, we may collect:

- Billing details and invoice information
- Proofs of payment
- Banking/payment confirmation references
(*Note: We do not intentionally collect or store full card details unless processed through a secure payment provider.*)

2.3 Media and content captured during service delivery

When we film or photograph an event or project, we may collect or create:

- Photos, videos, and audio recordings

- Names of individuals involved (where provided)
- Event programme details and key moments relevant to deliverables
- Any related creative or production assets required for editing and delivery

2.4 Website and technical information

If you visit our website, we may collect:

- Device and browser information (e.g., browser type, pages visited)
- IP address and approximate location (city/region level)
- Website usage analytics (where enabled)
- Cookies and similar technologies (see Section 10)

3) How We Use Your Information

We use your personal information to:

- Respond to enquiries and provide quotes
- Confirm bookings, manage schedules, and deliver services
- Communicate before, during, and after your project
- Produce, edit, and deliver photos/videos and related deliverables
- Process invoices and payments
- Improve our services, workflow, and client experience
- Maintain internal records for business operations
- Promote our work **only with permission** (see Section 6)

4) Lawful Grounds for Processing (POPIA)

We process personal information only where we have a lawful basis to do so, including:

- **Consent** (e.g., portfolio use of media, marketing communications)
- **Contractual necessity** (e.g., fulfilling a booking agreement)
- **Legal obligations** (e.g., tax, accounting, record-keeping requirements)
- **Legitimate interests** (e.g., responding to enquiries, business operations), provided your rights are not overridden

5) How We Protect Your Information

We take reasonable technical and organisational measures to protect your personal information against loss, unauthorised access, misuse, alteration, or disclosure.

These measures may include:

- Access controls and limited internal access
- Secure storage solutions and encryption where applicable

- Password protection and secure account practices
- Using reputable third-party platforms for storage, delivery, and communication
- Regular review of security and operational procedures

While we take strong precautions, no system is completely secure. If you suspect misuse or unauthorised access, please contact us immediately.

6) Media Usage and Portfolio Display

DDW creates media content as part of our services. **We will not use identifiable client footage/photos for marketing or portfolio purposes without permission**, unless otherwise agreed in writing.

6.1 Where media may be used (with permission)

If you grant permission, media may be used for:

- Portfolio display on our website
- Social media promotion (e.g., Instagram, Facebook, TikTok, YouTube)
- Website galleries or showreels
- Marketing materials and promotional content

6.2 Requests for privacy / non-disclosure

Clients may request privacy or non-disclosure:

- Before booking, during booking, or at any time during the project
- By contacting us in writing
If you request non-disclosure, we will honour it and not publish your content in a way that identifies you or your event.

7) Sharing Your Information (Third Parties)

We do not sell personal information.

We may share limited personal information with trusted third parties only where necessary to provide services, such as:

- Payment processing providers
- File delivery platforms (e.g., delivery links, transfer services)
- Cloud storage services (for backups and secure delivery)
- Email and communication tools
- Website hosting and analytics providers (where enabled)

These third parties have their own privacy policies and security measures. We only use providers we believe are reputable and appropriate for business use.

8) Cross-Border Transfers

Some third-party services (e.g., cloud storage or email platforms) may store data on servers outside South Africa.

Where personal information is transferred cross-border, we take reasonable steps to ensure it is protected by:

- Appropriate security safeguards
- Contractual protections where applicable
- Service providers that follow recognised security standards

9) Data Retention

We keep personal information only as long as necessary for the purpose it was collected, including legal and operational requirements.

Retention periods may vary depending on:

- Active enquiries and quotes
- Bookings and contractual requirements
- Delivery and revision timelines
- Legal requirements (e.g., tax and accounting records)

When information is no longer needed, we will securely delete, anonymise, or archive it in accordance with reasonable business practices.

10) Cookies and Website Analytics

Our website may use cookies and similar technologies to:

- Improve website performance and user experience
- Understand website traffic and usage patterns
- Support embedded content (e.g., video players)

You can manage or disable cookies in your browser settings. Disabling cookies may affect certain site features.

If you run analytics (e.g., Google Analytics), you should link this policy to a **Cookie Policy** page as well.

11) Your Rights (POPIA)

You have the right to:

- Request access to the personal information we hold about you
- Request correction or updating of inaccurate information
- Request deletion of your personal information where applicable
- Object to processing in certain circumstances
- Withdraw consent (where processing is based on consent)
- Lodge a complaint with the Information Regulator (South Africa)

To exercise your rights, contact us using the details in Section 1. We may request proof of identity before processing certain requests.

12) Children's Privacy

Our services may involve events where minors are present (e.g., weddings, family events). We handle such media responsibly.

If you are a parent/guardian and have concerns about media involving a minor, please contact us. We will address requests in line with our obligations and reasonable practices.

13) Marketing Communications

If you opt in to receive marketing communications, you may unsubscribe at any time by:

- Using the unsubscribe method provided (where available), or
- Contacting us directly

We will not send you marketing messages if you have not opted in (where applicable).

14) Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Updates will be posted on this page with a revised "Last Updated" date.

15) Contact Us

For privacy-related questions, requests, or concerns, contact:

DDW Videography & Productions

Email: info@ddwvid.co.za

Phone/WhatsApp: 068 353 9278