DESIGN RESCUE

Privacy and Confidentiality Notice

Data and client-material handling statement for Design Rescue customers

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Design Rescue sessions only require the information needed to arrange, deliver and communicate about the work. Client files and business information are treated in confidence.

1. Plain English summary

This notice explains how customer information and project material are handled when someone contacts Design Rescue, books a session, sends files, attends a Google Meet call or commissions Design Rescue or Video Rescue work.

- The Design Rescue website is currently a simple service page. It does not require customers to create an account or upload project files directly to the site.
- Customers can contact Design Rescue by email and can book sessions using Calendly.
- Only the information needed to arrange, discuss, deliver and invoice the work is requested.
- Client material is not sold, misused, shared with other customers or published without permission.
- Confidential material is handled with care, including business documents, presentations, footage, brand files and anything visible during screen sharing.

2. Information customers may provide

Depending on the service, a customer may choose to provide:

- Name, email address, organisation name and contact details.
- Booking information such as meeting time, time zone and any short notes added to Calendly.
- Project brief, deadline, audience, goals and design or video requirements.
- Presentation files, logos, brand assets, screenshots, documents, video footage, audio files or other project materials.
- Information visible during a screen-share session.
- Billing or payment information where required for invoicing or payment processing.

3. How information is used

Customer information and project material are used only for reasonable business purposes connected with the requested work:

- To reply to enquiries.
- To arrange and manage a booking.
- To prepare for and deliver a Design Rescue or Video Rescue service.
- To provide advice, edits, files, notes, revisions or follow-up actions.
- To handle payment, invoicing and basic business records.
- To meet legal or accounting obligations where applicable.

4. Website, email, Calendly and Google Meet

Channel	What it is used for	Important note
Website	Explaining services and directing customers to booking or email contact.	The site does not require a customer account or direct upload of project files.
Email	Enquiries, project discussion, sending small files or links, and follow-up communication.	Avoid sending highly sensitive material by email unless you are comfortable doing so.
Calendly	Booking meeting times and managing appointment details.	Calendly is an external booking service with its own privacy terms. Keep booking notes brief and avoid adding unnecessary confidential detail.
Google Meet	Live screen-share sessions and discussion.	Close unrelated private windows before sharing your screen. Do not share passwords on screen.
File transfer	Sharing larger video or design files when needed.	Use an agreed transfer route. Password-protected links can be used where appropriate.

5. Confidentiality commitment

All work undertaken is treated in the strictest confidence. This applies to early ideas, unfinished material, business information, internal communications, customer presentations, unreleased video content, brand files and all information visible during a live session.

- Client material is not shared with other customers.
- Client material is not published in a portfolio, case study or promotional example without permission.
- Commercially sensitive information is handled carefully and only used to complete the agreed work.
- If a formal NDA is required, the customer should mention this before sharing sensitive material or before the session begins.

- Peter Simcoe has worked with organisations such as Airbus and Toyota Motor Manufacturing, where confidentiality and responsible handling of business information are expected. Design Rescue applies the same careful approach to smaller businesses, individuals and organisations.

6. AI-assisted work

Design Rescue may discuss AI as part of a design or video production process. Confidential customer material will not be intentionally uploaded to AI tools without agreement. If an AI tool is considered useful for a project, the risks, limits and customer permission should be discussed first.

7. Retention and deletion

Project files and communications may be kept for a reasonable period for project continuity, customer support, accounting and business records. Customers can ask for project material to be deleted when it is no longer needed, subject to any legal, accounting or contractual requirements.

- Large video files do not need to be kept indefinitely once the project is complete.
- Draft files, exports and working notes can be deleted on request where practical.
- Emails and invoices may need to be retained for normal business records.
- Customer material should not be treated as permanent backup storage. Customers should keep their own master copies.

8. Customer responsibilities

Customers can help protect their own information by preparing carefully before a session or file transfer.

- Do not send passwords or unnecessary sensitive personal information.
- Remove private or confidential slides, screens or footage that are not relevant to the work.
- Check that you have permission to share any logos, photographs, footage, music, staff images or customer data included in the project.
- Tell Design Rescue before the session if the material is confidential, embargoed, NDA-protected or commercially sensitive.
- Close private windows, messages and unrelated documents before screen sharing.

9. Contact

Questions about privacy, confidentiality or file handling can be sent to: hello@designrescue.co.uk. Customers can also ask before booking if they need a stricter handling process, a formal NDA, or a specific file-transfer method.

Note: This notice is a plain English customer explanation, not legal advice. It should be reviewed by a qualified legal adviser if it is to be used as a formal privacy policy for legal compliance.

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