



ITN Privacy Policy

Who are we?

We are Independent Television News Limited (ITN), a “data controller” registered with the Information Commissioner’s Office. We make award-winning news programmes for ITV, Channel 4 and Channel 5 and current affairs programmes and online content for many broadcasters and publishers. We reach around 10 million people every day providing comprehensive and impartial news to the British public.

Keeping your data safe

ITN is committed to protecting and respecting your privacy and complying with our legal obligations.

This policy sets out in detail what information we might collect about you and how we will use it.

The policy applies to all ITN services including online, texts, social media, competitions, live chats, message boards, web and mobile notifications, telephone votes or comments.

How will we obtain your information?

We collect your information in differing ways, such as when you:

- visit our website
- contact our company, staff or representatives
- engage on social media platforms
- submit requests
- order a product or service
- sign up for information, promotions or competitions
- send us feedback

We also collect information:

- through cookies
- from information in the public domain



What information do we collect?

We may collect and use data you provide such as your:

- name
- job title
- address
- telephone number
- email address
- preferences in receiving communications

We also may collect technical data such as:

- IP address (a unique number assigned to your computer that allows web servers to locate and identify your computer)
- browser type and version
- operating system, platform and technology
- the website's URL you came from and went to as well as information collected about your use of our services (such as what you read or watched)

This information is compiled and may be analysed on both an individual and an aggregated basis.

How will we use your information?

We may use this information:

- to help us understand what you are looking for from us and provide you with information about ITN and its products and services
- monitor and improve the services we offer
- to carry out obligations arising from any contract between us
- to provide information about events and invites
- for notification of changes to our services
- to liaise on any issue/complaint raised by you

Legal basis for processing

We will only process your personal information:

- when we have your consent to do so. For example, if you opt in to receive promotional emails. You can withdraw your consent at any time
- when we need to use your information to perform our responsibilities under our contract with you (for example, providing the services you have requested)
- when we or a third party have a legitimate interest in processing your information. For example, we may process your information to communicate with you about our services, to provide, secure, and improve our services, and, in certain circumstances, to deliver advertising to you. You have the right to object to our processing of your information that is based on our legitimate interests
- when we are required by law to process the information



When will we share your information?

We will only disclose your information:

- if it is necessary to provide a product, service or information
- to enter into a contract on your behalf
- where ITN is acquired by a third party or is part of a merger or joint venture
- where ITN is under a legal obligation to disclose your personal information

We also may share the information with third parties to help and manage issues requiring support or services on our behalf (for example, payment processing and customer support). We will not share your personal information with others for marketing purposes unless you have given us your permission.

How long do we keep your information?

We only keep your personal information for as long as we need it, which is longer in some cases than in others. For example:

- we need to keep some personal information about you so we can look into any complaints you might make
- we need to keep personal information so we can defend possible future legal claims; unless there's some other reason for keeping it, personal information will be deleted when such a claim could no longer arise, or it is no longer required in order to defend legal claims that have arisen
- we have a legal or regulatory duty to retain particular personal information for a certain minimum period (for example under Ofcom or HMRC tax rules)

What are your rights?

You may have certain rights under UK data protection laws, such as:

- the right to request access to, and a copy of, the information we hold about you, including details as to how we process this information
- the right to object to, or restrict, our processing of your information
- the right to request that your information be erased from further use
- the right to correct, amend, or update information you have given us (in some instances, where you have an account with us, you can also do this by logging in and updating your information)
- the right of portability, which allows you to request that we share your information with others
- the right to withdraw any consent to processing you have provided us

What are "cookies"?



A cookie is a small data text file which a website can store on your computer that can identify you. Our website stores cookies on your computer:

- to facilitate and customise your use of our website, including analysing web traffic and seeing what information people are interested in
- to identify whether you are signed into our website
- to store information about preferences
- to use information in aggregate (where no individual is identified) for marketing and strategic purposes

You can decline our cookies if your browser permits and you may be able to set your browser to refuse cookies, but you may not be able to use all services on our websites if that is the case.

Third party privacy

Our websites may contain links to websites operated by third parties with their own privacy policies. We do not accept any responsibility or liability for the practices of such third-party websites and use of such websites is at your own risk.

Contact details

If you have any questions or wish to access, correct or stop us from using your personal data, contact dataprotectionteam@itn.co.uk.

Independent Television News Limited
200 Gray's Inn Road
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What if I have a complaint?

You have a right to complain to the Information Commissioner's Office, which regulates data protection compliance in the UK, if you are unhappy with how we have processed your personal data.

You can find out how to do this by visiting www.ico.org.uk.