CH Privacy Policy

In relation to the website: www.ch-video.com and ch-video.co.uk (**"the Site"**).
Owner: CH Video Ltd (formerly Changing Horizons Associates Ltd) (Registered number: 4582361) (**"CH Video Ltd."/"we"/"us"**). The ch-video website, as described below, is provided for the purposes of this Privacy Policy by us.
Customer services: hello@ch-video.com
Postal address: 27 Eldon Square, Reading, RG1 4DP

About the Site

The website hosted at www.ch-video.com (**"the Site"**) is operated by CH Video Ltd (formerly Changing Horizons Associates Ltd) for the *CH* service. *CH* is a full service video production agency. The Site is a UK-based website and takes reasonable care to comply with the requirements of the UK Data Protection Act 1998 (**"the Act"**) relating to the personal information you supply on the Site. The Site uses a security system that protects your information from unauthorised use. However, as no data transmissions over the internet can be guaranteed to be one hundred per cent secure, we cannot ensure or warrant the security of any information you transmit to us and you do so at your own risk. Save as provided below, we will not sell, rent, distribute or disclose information about you as an individual or your personal usage of the Site (**"Information"**) without your consent or unless required or permitted to do so by law. The Information we gather may include name, delivery address, email address, telephone number and any personal preferences.

Updating your Information

If any of the information you provide when contacting us via the contact page changes, please notify us at hello@ch-video.com.

Accessing your Information

We are the data controller for the purposes of the Act and if you wish to request access to your Information held by us, you may contact us at hello@ch-video.com.

Newsletter

If you wish to stop receiving our updates or any other information you may have requested from us or any other company, please email us at hello@ch-video.com or click ‘Unsubscribe’ at the bottom of the newsletters received.

Surveys and User Groups

CH Video Ltd (formerly Changing Horizons Associates Ltd) always aims to improve the services it offers. As a result, we occasionally canvass users of the site using surveys. Participation in surveys is voluntary, and you are under no obligation to reply to any survey you might receive from us. Should you choose to do so, we will treat the information you provide with the same high standard of care as all other customer information.

Links to Third Parties' Sites

Please note that we do provide links to other sites, which may not be governed by this Privacy Policy, and you should view the privacy policy of those sites for further information.

Traffic Patterns/ Site Statistics

We may monitor customer traffic patterns, Site usage and related Site information in order to optimise your use of the Site and we may give aggregated statistics to a reputable third-party, but these statistics will include no information personally identifying you. We may also use the Information we gather to notify you about important functionality changes and alterations to the Site, or offers of products, services or information that might be of particular interest to you.

Transfer to Third Parties

We may use information you supply for the purposes of managing your participation in *CH* and in addition, for monitoring and audit purposes, and to refer you to services of value to you.

Your information may also be transferred to another company in the event of sale of the business to a third party. In the event that your data is transferred to a third party for whatever reason, we shall endeavour to ensure that your rights and freedoms in respect of the processing of your personal data are adequately and appropriately protected. By submitting your Information and subscribing to the services available on the Site, you consent to such use and transfer. If you or your employees do not wish your or their details to be passed on, please advise us at hello@ch-video.com.

Cookies

In addition to the information which you supply to us, information and data may be automatically collected through the use of cookies. Cookies are small text files the Site can use to recognise repeat users and allow us to observe behaviour and compile aggregate data in order to improve the Site for you. For example, cookies will tell us whether you viewed the Site with sound or with text on your last visit. Cookies also allow us to count the number of unique and return visitors to the Site. Some of our associated companies may themselves use cookies on their own websites. We have no access to, or control of these cookies, should this occur. If you do not wish to receive cookies from us or any other website, you can turn cookies off on your web browser: please follow your browser provider's instruction in order to do so. Unfortunately, we cannot accept liability for any malfunctioning of your PC or its installed web browser or the Site as a result of any attempt to turn off cookies. Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.aboutcookies.org or www.allaboutcookies.org.

Amendments to this Privacy Policy

We may occasionally modify this Privacy Policy, such variations becoming effective immediately upon posting to the Site and by continuing to use the Site, you will be deemed to accept any such variations.

October 2026
CH Video Ltd (formerly Changing Horizons Associates Ltd)
www.ch-video.com