Privacy Policy

Rugged Oak LLC is responsible for the personal information we collect through ruggedoak.co. This policy explains what happens when you browse our work, contact us, use the client area or pay for a service. You can reach us at isaac@ruggedoak.co.

When you ask about a project

Our inquiry form asks for your first and last name, email, business stage and a description of your project. You can also provide your phone number, company and role, and budget. We use what you send to respond, discuss fit, prepare a proposal and follow up about the project. We ask for permission to contact you about that project.

The Rugged Oak newsletter

You can choose to receive the Rugged Oak newsletter by checking the optional newsletter box on our inquiry form. We leave that box unchecked. You can send your inquiry and receive a reply without subscribing. Our email service provider processes subscribers' names, email addresses and subscription preferences to deliver these messages and honor unsubscribe requests. You can use the unsubscribe link in any edition or email isaac@ruggedoak.co. Unsubscribing stops newsletter emails. We may still need to contact you about a project, payment or account.

When you become a client

If you use a client account, we use your email, account identifiers and project permissions to give you access to your files and requests. Project records may include correspondence, feedback, brand materials, footage, images or voices of people in that footage. We use these records to plan, edit, review and deliver your work. If you appear in a client's footage and have a privacy concern, contact us with the project name so we can identify the material and coordinate with the client.

Invoices and payments

If you buy a service or pay an invoice online, the checkout provider collects the payment details needed for that transaction. We use billing contact details, plan or invoice information, transaction amounts and payment status to process orders, administer subscriptions, issue refunds and keep accounting records. Please use the payment form for card details.

Information from your browser

When a page loads, our site and its providers may receive your IP address, browser and device information, the page you visit, the referring page and the time of your visit. We use technical information to display pages, maintain sessions, understand site performance and troubleshoot errors. Wix uses cookies for functions such as security and sign-in. We also use temporary browser storage to remember whether the site's opening animation has played.

Safeguarding client files

We use account and file-sharing permissions to manage access to client materials. If a file appears to have reached the wrong person, email isaac@ruggedoak.co with the project name and a description of the issue. Please leave passwords and payment card numbers out of your message.

Privacy Policy (continued)

Portfolio films and playback

Some portfolio pages load a Vimeo player to show a film or an automatic preview. Your browser may connect to Vimeo when the player loads, even before you press play. Vimeo may receive your IP address, device and playback information and use cookies for the player. You can manage cookies in your browser. Blocking them may affect playback or sign-in.

Who receives information

Wix hosts our site and provides forms, pricing plans and invoicing. Wix Payments and the payment partners involved in your transaction process checkout details when you pay through Wix. We use Google Drive and Google Docs to share client files and working documents. Opening a shared link connects you to Google, which may ask you to sign in. Vimeo receives information needed to serve its player.

Our team and the editors or contractors assigned to a project may receive the contact details and materials they need for their work. We may also disclose relevant records when required by law or when reasonably necessary to investigate unauthorized access or protect legal rights.

We do not sell inquiry contacts to advertisers or anyone else, or trade them with other businesses for leads.

How long we keep information

We keep inquiries while discussing a project and for relevant follow-up. For client work, we consider the project agreement, the delivery and revision period, and any agreed archive period. We may retain invoices and related records for accounting, taxes or a dispute. You can ask about a particular file or request deletion using the email below.

Your choices and requests

Email isaac@ruggedoak.co to ask what information we hold about you, request a copy or correction, ask us to delete it, or ask us to stop contacting you about an inquiry. Include the email address you used and, if relevant, the project name. We may ask for information to confirm your identity or authority before disclosing records or changing access.

Depending on where you live and which laws apply, you may also have rights to obtain a portable copy or opt out of certain data uses. If we decline a request, you can reply to our decision to ask for a review. We may need to keep records for an ongoing agreement or legal obligation.

Policy updates

We’ll post changes on this page and identify the date of the current policy. For privacy questions, including questions about a service provider or a client file, email isaac@ruggedoak.co.