

SHEA LOLIN LIMITED

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Livestreaming/Recording Information

INFORMATION

I'm a musician and media producer with over 20 years' experience in both industries. I can produce video (including livestreaming services), audio, photography (including aerial) and graphic design.

I take great pride in what I do and always want to be able to deliver the highest quality media. In general, I will always arrive on site at least one hour before the start of any livestream service to meet the client, set up and run a test service.

Unless you have specific needs, I will go live about 10 minutes before an event or service to allow people to successfully log on in time for the start of the livestream.

EQUIPMENT

Professional-grade camera, encoding and audio equipment is deployed and available at each livestreaming service undertaken by Shea Lolín Limited.

For standard single-camera streams, a Sony PXW-Z90 will be deployed, a broadcast quality 4K camera. For multi-camera setups, the additional cameras are Sony FDR-AX100EB's, which are Ultra HD 4K Camcorders.

All sound is captured into a Zoom H8, a high-fidelity field recording device capable of 24-bit sound (studio quality). This device allows several microphone or line inputs to be mixed before sending this to the encoder. For larger services, I would deploy my Zoom Livetrack L-12 and a range of high-end microphones depending on the situation. For standard services, a stereo pair of microphones and/or a shotgun microphone will capture ambient sound / music where a service or event is taking place. The radio microphones are intended to give a clear sound of the main speaker(s).

The encoder I use is a *LiveU Solo* device (including a commercial licence for broadcast and internet bonding). Bonding is a system whereby several cellular (mobile) data signals are merged to produce one strong and reliable signal. This system is far superior to streaming with a single connection because the system automatically switches and/or bonds available signals based on their strength. It is professional-grade equipment used by broadcasters. The encoder is set up to stream in Full HD (1080p at 50fps and high-quality audio). I always travel with a second backup device should the first one fail. All livestreams are monitored continually to identify any issues quickly.

For larger services involving additional equipment, please make contact to discuss the specification(s) and suitability for the event.

PLATFORM

All livestreams are broadcast on www.shealolin.co.uk where I have full control over the output (unlike streams via platforms like YouTube). The platform is fully licensed with the PRS (Performing Right Society) meaning you will not be in breach of any copyright laws for copyrighted music contained in your event or service.

Livestreamed videos can be made public or private (only viewable by a unique URL (web link)). The livestreamed video may be viewed unlimited times and remain on the server for 30 days and may be negotiated for longer periods at the point of booking. It is possible to add password protection if you wish. Paywall options are available to businesses. Further features can be built or developed if you need them.

The livestream will be available on the supplied URL page for 30 days after the service or event. The page can be access during this time for unlimited amounts of times and from any time zone/country. Full analytics can be provided at the end of the period where a page is live.

All livestreamed broadcasts are in Full-HD (1080p/50fps). This resolution can be increased or decreased according to speed of connection at the user end by clicking on the gear icon in the video frame. The server may do this automatically, but you may choose a different resolution if it is available to you.

www.shealolin.co.uk is an SSL secured platform. Shea Lolín Limited takes reasonable steps to mitigate against cyber attacks. The standard *10 steps to Cyber Security*, as advised by the UK National Cyber Security Centre are followed: <https://www.ncsc.gov.uk/collection/10-steps-to-cyber-security>

Video materials cannot be downloaded by any user. If you wish to have copies of any video material on the platform, please make contact.

CONNECTION TO THE SERVER

Whilst this system is highly reliable, there are rare occasions when the bonded data from the Live U Solo cannot be uploaded to the network. This may be due to all available data networks not being available in a location or other external factors such as buildings or space interference (known as the K-Index).

I currently stream with data from the following 5G networks: EE Mobile, O2 Mobile, Three Mobile and Vodafone.

These external influences can cause disruption to the broadcast and are completely out of my control. Therefore, no guarantee is given that audio/visual data delivered over the internet will be uninterrupted or error-free. Shea Lolín Limited will not be liable for any corruption to, delay in receiving or other defects relating to data dispatched over the internet.

If problems are encountered at the service, I will do all I can to keep the disruption to a minimum. I would let people know online what is happening and make a recording of the event or service which would be uploaded within 24 hours.

If a venue is known to me, I can usually tell you at the point of booking if I am likely to be faced with any issues. It may be necessary to conduct a site visit before the livestream to establish the kind of connection I can make on the day of the event or service. My encoders can take an external Wi-fi or ethernet connection so if this is available, it can help to eliminate such issues.

It is worth noting that the roll out of 5G networks around the UK have improved connection and connection speeds. Most of London is now covered by 5G.

YOUR DATA

All captured data is held on a video server which is displayed on a webpage of www.shealolin.co.uk. The standard duration of livestream pages is 30 days. After this time, the page is removed. Included in the cost of the service is to receive a copy electronically (please note that from this point any copyrighted materials contained within the media is your legal responsibility).

If you would like the video(s) to be placed onto physical media (DVD's, USB Flash Drives etc), please make an order.

All video files captured by Shea Lolin Limited are kept on file for 6 months following a service. After this time, they are removed.

Shea Lolin Limited is fully compliant with UK GDPR law. This is applicable to both the way in which we process your information and the capture of imaging whilst in the process of undertaking any commercial work. Shea Lolin Limited is certified with the Information Commissioners Office (ICO) and the company is issued with a Tier 1 Certificate (number ZB136440).

THIRD PARTY PRE-RECORDED MEDIA

If you have any visual tributes, presentations, or videos, I am happy to host these on any pages of my website as third-party media. This media will be uploaded in exactly the format and resolution it has been supplied. Shea Lolin Limited will not be responsible for the quality of such media.

If you wish to include pre-recorded media in a livestream, please discuss this at the point of booking. Being able to capture a screen or monitor during a livestream will not give optimal results because of screen flicker and light conditions within a building. Shea Lolin Limited is not responsible for the quality of capture during a livestream of third party, externally displayed media.

PAYMENT & TERMS

For the majority of livestream services, a confirmation invoice will be issued to the client. The terms are due on receipt and the balance will need to be cleared before the livestream session takes place.

For funerals, my invoice would usually go to the funeral directors who in most cases will have booked me directly and I have a supplier account with them. If you wish to pay for my services separate to this, please discuss at the point of booking.