

## Privacy Policy

Helensburgh Heroes (“We” “Our”) considers the protection of your (“You”) privacy to be of utmost importance. We maintain strict customer information privacy policies and use state of the art technologies to safeguard customer information and communications from unauthorised intrusions and access.

We recognise and understand that the growth of online services, including internet ecommerce services, has created additional privacy concerns, particularly around identify theft. This policy explains how we may collect information about you and then how we use it. It also gives certain assurances on things that we will and what we will not do.

### 1. Collection of information

We may collect personal information about you when:

- You donate to the company
- Volunteer your services
- Become a member of the Company
- You contact us with an enquiry or in response to a communication from us

We may take this information from you in a number of ways:

- Internet & email
- Telephone (both fixed and mobile)
- Fax
- Text message or similar multimedia messaging application
- Social Media

### 2. Use of information

2.1 Information you provide or we hold about you may be used by us and/or our agents to:

- identify and respond to you when you make direct enquiries or requests to us
- administer any accounts, services and products provided by us
- undertake marketing & customer analysis
- help prevent and detect fraud or loss
- contact you about other services and products offered by us, and selected partners (provided you have given us prior consent)

### 3. Disclosure of information

3.1. We may disclose information we hold about you to third parties for the purpose of providing services you have requested, as part of the process of sale, or where legitimately requested for legal or regulatory purposes, as part of legal proceedings or prospective legal proceedings.

3.2. We will not sell, rent or share your personal information, with or to any third parties for marketing purposes without your expressed permission.

#### **4. Monitoring**

We may monitor and record calls made to us for the purposes of quality assurance, legal, regulatory and training purposes.

#### **5. Protection of information**

We maintain strict security measures in order to protect personal information. These measures include technical and procedural steps to protect your data from misuse, unauthorised access or disclosure, loss, alteration, or destruction. Any online credit card transactions/information is transmitted using secure socket layer (SSL) encryption. Helensburgh Heroes is PCI Compliant.

#### **6. The Internet/On Line**

6.1 We do use Cookies on our website(s) which include:

[www.helensburghheroes.com](http://www.helensburghheroes.com)  
[www.helensburghheroes.co.uk](http://www.helensburghheroes.co.uk)  
[www.heroescentre.co.uk](http://www.heroescentre.co.uk)  
[www.tvhistory.tv](http://www.tvhistory.tv)

The domains listed here are the primary domains for our web sites, but other domain extensions are also held for each site.

We use cookies to track or record information about visitors to our site. These cookies are "session specific" and are not used to record personal information or to associate personal information with individual users. Your privacy and security are not compromised when you accept a cookie from our website. However, you can refuse cookies by turning them off on your web browser and you do not need to have cookies turned on to use our website.

6.2. Links to 3rd Party Web Sites. Our website(s) may contain links to other recognised and respected organisations websites. We are not responsible for the privacy practices of these sites. This privacy policy applies solely to information collected on Helensburgh Heroes websites.

6.3 We use Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses "cookies", which are text files placed on your computer, to help the website analyze how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States . Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website. By using this website, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

## 7. Transferring data outside of the UK

It may be necessary for us, in the normal course of our business, to transfer your personal information to other companies located in countries outside of the UK e.g. domain name hosts. You should note that the Data Protection laws and policies of these countries may not be as robust as the UK.

## 8. Changes to this policy

We reserve the right to change this policy at any time and updated version will be posted on Helensburgh Heroes websites from time to time. Your continued use of our sites following the posting of changes to this policy will mean you accept those changes. Information collected prior to the time any change is posted will be used according to the terms of the policy that applied at the time the information was collected.

## 9. Subject Access Requests

All individuals who are the subject of personal data held by Helensburgh Heroes are entitled to:

- Ask what information the company holds about them and why.
- Ask how to gain access to it.
- Be informed how to keep it up to date.
- Be informed how the company is meeting its data protection obligations.

Subject access requests from individuals to Helensburgh Heroes should be made by email, addressed to the Data Controller at [info@helensburghheroes.com](mailto:info@helensburghheroes.com). The Data Controller can supply a standard request form, although individuals do not have to use this.

Individuals will be charged £10 per subject access request. The data controller will aim to provide the relevant data within 14 days.

The data controller will always verify the identity of anyone making a subject access request before handing over any information.

## 10. Contact Us

If you would like further information about this policy or you wish to enquire about the data we hold about you, please contact us:

**Helensburgh Heroes**  
**28 Sinclair Street**  
**Helensburgh**  
**Dunbartonshire**  
**G84 8SU**  
**United Kingdom**  
email: [info@helensburghheroes.com](mailto:info@helensburghheroes.com)

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