

Sussex Heritage Services Ltd

PRIVACY POLICY

2024

Sussex Heritage Services Ltd, each of its affiliates and each of its subsidiaries (the “**Company**”) understands that your privacy is important to you and that you care about how your personal data is used. The Company respects and values the privacy of all our customers and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

The Company is exempt from registering with the Information Commissioner in the UK as a “data controller” in accordance with the provisions of the Data Protection Act 1998. Further details are available at <http://www.ico.gov.uk>.

This privacy information explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

Personal data is defined by the General Data Protection Regulation EU Regulation 2016/679 the “**GDPR**” as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’. Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers. The personal data that we use is set out below.

Under the GDPR, you have the following rights, which we will always work to uphold:

- a. The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details set out below.
- b. The right to access the personal data we hold about you. The information below will tell you how to do this.
- c. The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details on our website (www.sussexheritageservices.co.uk) to find out more.
- d. The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have. Please contact us using the details on our website (www.sussexheritageservices.co.uk) to find out more.
- e. The right to restrict (i.e. prevent) the processing of your personal data.
- f. The right to object to us using your personal data for a particular purpose or purposes.
- g. The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
- h. Rights relating to automated decision-making and profiling. We do not use your personal data in this way. The below information explains more about how we use your personal data, including automated decision-making.

We may collect some or all of the following personal data (this may vary according to your relationship with us). Your information is collected from you when you make contact with us via email, telephone, social media and post for purchases, services and general enquiries.

We collect, encrypt and store the following details when you place an order with us:

- Your name, address(es), telephone number(s), email address(es)
- Co-ordinator, event planners, H&S personnel, security personnel and any personnel for contact relating to the service you engage us in, name(s), address(es) telephone number(s), email address(es) (in each case, if provided and applicable).

In addition, we may collect your IP address and use cookies unless you configure your web browser not to accept them.

Under the GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it. Your personal data may be used for any of the following purposes:

- Supplying our products to you. Your personal details, and those of the intended recipient(s) and companies and / or personnel relating to the service which you engage us in (where applicable) are required in order for us to enter into a contract with you.
- Communicating with you. This may include responding to emails, calls, social media or post from you.
- Supplying you with information by email, telephone, social media or post that you have opted-in to you may unsubscribe or opt-out at any time by contacting us by telephone.

With your permission and / or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email, telephone, social media or post with information, news, and offers on our products or services. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out. Keeping information about you secure is very important to us and certain sections of the site may encrypt data using SSL (Secure Sockets Layer).

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However, no data transmission over the Internet can be guaranteed to be totally secure. As a result, whilst we strive to protect your personal information, we cannot ensure or warrant the security of any information which you send to us, and you do so at your own risk.

We will not keep your personal data for any longer than is necessary in light of the reasons for which it was first collected. Your personal data will therefore be kept securely or deleted upon request.

We collect information about you so that we can personalise your use of our services, assist your use of the services and improve our services generally whilst marketing to you more effectively.

Depending upon your marketing preferences we may arrange for you to be sent information about related products and services from us. You may amend your marketing preferences at any time by contacting us and amending your mailing preferences. The security of your personal data is essential to us and, to protect your data, we take a number of important measures, including the following:

- All personal data is secured on password protected systems.
- Data is only accessible by authorised staff.
- All backups are encrypted.
- All cupboards holding personal data are securely locked.
- All records are shredded after the retention period is finalised.

We will not share any of your personal data with any third parties for any purposes, subject to one important exception. In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a "subject access request". All subject access requests should be made in writing and sent to the email or postal addresses shown on our website (www.sussexheritageservices.co.uk) There is not normally any charge for a subject access request. If your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding. We will respond to your subject access request within 30 days and, in any case, not more than one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

To contact us about anything relating to your personal data and data protection, including to make a subject access request, please use the contact details on our website (www.sussexheritageservices.co.uk)

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

If you have any questions/comments about our use of cookies or our privacy policy please contact us via the contact details on our website (www.sussexheritageservices.co.uk)