

Privacy Notice for www.heathcliffs.com

The personal data we collect from you includes:

- questions, queries or feedback you leave, including your email address if you contact www.heathcliffs.com
- how you use our contacts page - for example whether you open them and which links you click on
- how you use our links to 3rd parties for example whether you transfer to our social media pages e.g. Facebook, Twitter, and LinkedIn.

We use Google Analytics software to collect information about how you use www.heathcliffs.com. The data is anonymised before being used for analytics processing.

Google Analytics processes anonymised information about:

- the pages you visit on www.heathcliffs.com
- how long you spend on each page
- how you got to the site
- what you click on while you're visiting the site

We do not store your personal information through Google Analytics (for example your name or address) and therefore we will not identify you through analytics information. We continuously test and monitor our data protection controls to make sure they're effective and to detect any weaknesses.

Why we need your data

We collect information through Google Analytics to see how you use the site. We do this to help:

- make sure the site is meeting the needs of its users
- make improvements,
- gather feedback to improve our services
- respond to any requests you send us, if you've asked us to respond
- monitor use of the site to identify security threats

What we don't do with your data

We will not:

- sell or rent your data to third parties
- share your data with third parties for marketing purposes
- use your data in analytics

How long we keep your data

We will only retain your personal data for as long as:

- it is needed for the purposes set out in this document
- the law requires us to

Children's privacy protection

Our services are not designed for, or intentionally targeted at, children 13 years of age or younger. We do not intentionally collect or maintain data about anyone under the age of 13.

Our commitment

We are committed to doing all that we can to keep your data secure. We have set up systems and processes to prevent unauthorised access or disclosure of your data - for example, we protect your data using varying levels of encryption.

We also make sure that any third parties that we deal with keep all personal data they process on our behalf secure.

Your rights

You have the right to request:

- information about how your personal data is processed
- a copy of that personal data
- that anything inaccurate in your personal data is corrected immediately

You can also:

- raise an objection about how your personal data is processed
- request that your personal data is erased if there is no longer a justification for it
- ask that the processing of your personal data is restricted in certain circumstances

Contact us or make a complaint

Please use our contact page if you have a question about anything in this privacy notice or if you think that your personal data has been misused or mishandled

Changes to this policy

We may change this privacy policy. In that case, the 'last updated' date at the bottom of this page will also change. Any changes to this privacy policy will apply to you and your data immediately.

Last updated 17.1.2020