



Hel's Angels Privacy Policy

Hel's Angels respects your privacy and is committed to ensuring that your personal data is protected. This privacy notice will inform you as to how we look after your personal data and tell you about your privacy rights and how the law protects you.

1. The information we collect

We may collect, use, store and transfer different kinds of personal data about you.

- Identity data - your name
- Contact data - company address, relevant email addresses and telephone numbers.
- Financial data - bank details and finance contacts.
- Transaction Data- details about payments to and from you and other details of products and services you have purchased from us.
- Technical Data - internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website
- Profile Data - your username and password, purchases or orders made by you, your interests, preferences, feedback and survey responses.
- Usage Data - information about how you use our website, products and services.
- Marketing and Communications Data - your preferences in receiving marketing from us and our third parties and your communication preferences.

2. How we use your information

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where we need to perform the contract we are about to enter into or have entered into with you.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal or regulatory obligation.

Generally we do not rely on consent as a legal basis for processing your personal data other than in relation to sending third party direct marketing communications to you via email or text message. You have the right to withdraw consent to marketing at any time- You can unsubscribe from our newsletter at any time by clicking "unsubscribe", or by emailing team@helsangels.net, adding "unsubscribe" in the subject line and confirming the email address you wish to have removed. If there are any issues with unsubscribing, please contact us and we will rectify this with immediate effect.

Your personal data may be passed to relevant sub-contractors with the proviso of delivering services to you.

We will also use your personal data:



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- To contact you with progression of your event and to communicate with you with regards to feedback and data collection where requested
- in relation to financial matters for invoicing and providing statements
- to contact you by mail, email or telephone to ask you for your feedback and comments on our services.

We will not sell or share your details with a third party for any other purpose than providing the service you have requested from us.

3. How we protect your information

We take the security of your data very seriously and have put in place appropriate security measures to prevent personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

We have obtained the Cyber Essentials Plus Certificate through Xyone Cyber Security to provide the highest level of Cyber Protection for all data held with Hel's Angels. We are careful to transfer your data Software using only third parties that GDPR compliance.

Your data is held on our CRM - Capsule and our accounting software - Xero. Some information relevant to specific jobs will be held on Dropbox, Google Drive and Asana. All correspondence is via Gmail and your bank details are held on our HSBC Beneficiary list if we pay you.

4. How long we will use your personal data for

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

We will archive your data when we have not worked with you for three years. We will retain financial records for seven years from the date we last worked with you.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

5. Your legal rights

You have the right to:

- Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where



you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

- Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.
- Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.
- Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

6. How to contact Hel's Angels

We welcome your views about Hel's Angels and our Privacy Policy.

If you would like to contact us with any queries or comments, please contact us:

Via email: team@helsangels.net

Or in writing: 4 Great Newport Street, London WC2H 7JB

7. Changes to this Policy

We reserve the right to change this Privacy Policy as we may deem necessary from time to time or as may be required by law. Any changes will be immediately emailed to you, the Policy is accessible on our website at all times and you are deemed to have accepted the terms of the Policy by your use of Hel's Angels services following the alterations.

8. Marketing Permissions

We will not use or sell your information onto third parties for Marketing Purposes. We may contact you ourselves to check how we are doing and whether you would require further services from us from time to time.