

Privacy Policy Notice (UK GDPR Compliant) – Heighton Ltd

This policy explains how we collect, use, store, and protect personal data in compliance with the UK GDPR and the Data Protection Act 2018.

1. Introduction

1.1. Purpose: This privacy notice explains how [Heighton Ltd] (the "Company," "we," "us," or "our") collects, uses, and protects your personal data when you use our website or engage with our administrative support services.

1.2. Data Controller: Heighton Ltd is registered in England and Wales, 86-89 Paul Street, London, EC2A 4NE, and is the Data Controller and is responsible for your personal data. Our ICO registration number is: ZB868639.

1.3. Contact Details:

* Name: Heighton Ltd

* Email: info@heightonltd.co.uk

* Postal Address: 86-89 Paul Street, London, EC2A 4NE

2. The Data We Collect About You

We may collect, use, store, and transfer different kinds of personal data about you (typically in a B2B context), which we have grouped as follows:

- **Identity Data:** First name, last name, job title, company name.
- **Contact Data:** Business email address, telephone numbers, business postal address.
- **Technical Data:** Internet protocol (IP) address, browser type and version, time zone setting, location, operating system and platform, and other technology on the devices you use to access this website.
- **Usage Data:** Information about how you use our website, products, and services.
- **Marketing and Communications Data:** Your preferences in receiving marketing from us and your communication preferences.

3. How We Collect Your Personal Data

We use different methods to collect data from and about you:

- **Direct Interactions:** You may give us your Identity and Contact Data by filling in forms or by corresponding with us by post, phone, email, or otherwise when:
 - You enquire about our services.

- You sign up for a newsletter or marketing.
- You provide us with feedback.
- **Automated Technologies or Interactions (e.g., Cookies):** As you interact with our website, we may automatically collect Technical and Usage Data. We collect this personal data by using cookies and other similar technologies (see our separate **Cookie Policy** [[Link to our Cookie Policy](#)]).
- **Third Parties or Publicly Available Sources:** We may receive personal data about you from various third parties, such as analytics providers (e.g., Google Analytics).

4. How and Why We Use Your Personal Data (Lawful Basis)

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 and for the following purposes:

Purpose of Processing	Type of Data Used	Lawful Basis for Processing (UK GDPR)
To respond to your Service enquiries	Identity, Contact	Legitimate Interests (to grow our business by responding to enquiries)
To manage our contractual relationship and provide the Admin Support Services	Identity, Contact	Performance of a Contract
To send you marketing communications (if you have requested them)	Identity, Contact, Marketing	Consent (where required) or Legitimate Interests (for existing customers)
To improve our website and services	Technical, Usage	Legitimate Interests (to keep our website updated and relevant)

5. Disclosures of Your Personal Data

We may share your personal data with the parties set out below for the purposes set out in the table above:

- **Internal Third Parties:** Other companies in our group.
- **External Third Parties:** Service providers acting as processors who provide IT and system administration services, professional advisors, or regulatory bodies requiring reporting of processing activities in certain circumstances.

- We require all third parties to respect the security of your personal data and to treat it in accordance with the law.

6. International Transfers

We primarily store and process your personal data within the UK or the European Economic Area (EEA). If we transfer your personal data outside the UK/EEA, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented: GDPR complaint, e.g., the country is deemed to provide an adequate level of protection by the UK government, or we use specific contracts approved for use in the UK (Standard Contractual Clauses)].

7. Data Security and Data Retention

7.1. Security: We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorised way.

7.2. Retention: 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.

8. Your Legal Rights (Data Subject Rights)

Under data protection law, you have rights, including:

- **Your right of access:** To ask us for copies of your personal data.
- **Your right to rectification:** To ask us to rectify data you think is inaccurate or incomplete.
- **Your right to erasure:** To ask us to erase your personal data in certain circumstances.
- **Your right to restrict processing:** To ask us to restrict the processing of your personal data in certain circumstances.
- **Your right to object to processing:** To object to the processing of your personal data in certain circumstances.
- **Your right to data portability:** To ask that we transfer the data you gave us to another organisation, or to you, in certain circumstances.

You can exercise these rights by contacting us using the details in section 1.3.

9. Complaining to the Regulator

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the opportunity to deal

with your concerns before you approach the ICO, so please contact us in the first instance.