

## Privacy & Cookies Policies

### Privacy

We've put together this notice to tell you about how we process any personal data collected or received by us from you. By visiting our website, you are accepting and consenting to the practices described in this policy.

### About us

This website is owned and managed by SCI Heritage. SCI Heritage is a company registered in England (registered number 5364049). Our registered office is Unit 13/14 Canal View Business Park, Wheelhouse Road, Rugeley, Staffordshire WS15 1UY. The terms and conditions "we" or "us" refers to by SCI Heritage.

We are registered with the Information Commissioner's Office in the United Kingdom as a data controller (registration number ZA037445). We are committed to protecting individuals' personal information which is disclosed to or collected by SCI Heritage.

What information does SCI Heritage collect and how do you collect it?

We may collect personal data about you when you contact us, using our website, social media platforms, or in writing to our postal address and when placing orders.

We also gather data about the use of our websites, or social media platforms, such as which pages are most visited (or of interest) or how many people are visiting or "liking" us on platforms such as Facebook. Some of this data takes the form of "cookies". For more information about cookies in use on this website, please see below.

What does SCI Heritage use this information for?

We only use personal data where necessary, so while we may use personal data for any of the following reasons, it's unlikely all of the below will be relevant for you.

We use personal data for the following reasons:

Taking orders and service providing

providing you with information

improving our services and responding to feedback request

Responding to you queries

We don't sell your personal data to third parties.

Do you share my personal data with third parties?

We don't share your personal data with third parties.

There are circumstances where we may need to disclose your personal data to third parties where we are legally obliged to do so, or in order to apply or enforce our legal rights.

#### Storing your information

We're a UK-based company, and as such the vast majority of your personal data will be stored in the UK, in a secure physical or electronic form. However, we use third party service providers to provide email capabilities, host our social media presence and support our website. Therefore, we may need to use the services of a supplier outside the European Economic Area. Where this is the case, we will take all reasonable steps to ensure that your data is treated securely and in accordance with our data protection policy.

#### How long does SCI Heritage keep my data for?

We keep records for as long as required in accordance with legal requirements. Where your information is no longer required, we will dispose it in a secure manner.

#### How do I know what personal data SCI Heritage has about me?

Just ask! Under data protection legislation, you can request a copy of personal information we hold about you at any time. If you find any inaccuracies, we're obliged to correct that! Please do remember though, that we are under an obligation to keep personal data secure, so please understand if we require reasonable proof of ID.

Please address any requests to:

Data Protection, Unit 13/1 Canal View Business Park, Wheelhouse Road, Rugeley, Staffordshire, WS15 1UY.

We'll respond as soon as we are able, and in any event within the statutory timescale set, but please do provide as much information as you can about why you think we hold your data so we can locate records quickly.

We reserve the right to charge a fee for this process.

#### What does this policy apply to, and how often does it change?

This policy only applies to websites owned or operated by SCI Heritage. When using social media, or third party websites (including those we provide links to in this website), you should familiarise yourself with those websites to see how they protect your personal data or use cookies. We cannot accept responsibility or liability for the privacy practices of such third party websites.

We may update this policy at any time – so feel free to check it from time to time. Any significant changes will be notified by placing a prominent notice on our website. By continuing to use our website you will be deemed to have accepted these changes.

#### Cookies

##### What is a cookie?

Cookies are small text files that web sites often store on the computer hard drives of visitors to their sites. They are often used to improve website functionality, as well as

to provide information to website owners. A cookie often contains a unique number, which can be used to recognise your computer when a user of your computer returns to a website that it visited previously.

When visiting a website for the first time, a cookie is downloaded onto your computer. If you return to that website, your computer will send information in that cookie back to the website. This informs the website that you've visited before, and can be used to tailor what appears on screen. Some cookies can also be used to record how long you spend on a site, or what links you select.

What types of cookies do we use?

Two types of cookies may be used on our site – “session cookies” and “persistent cookies”.

As the name suggests, session cookies are temporary, remaining on your device until you leave the site.

A persistent cookie remains on your device for much longer, or indeed until you manually delete it (the time for which a cookie remains on your device is dependent upon the lifetime of the cookie and your browser settings).

Some pages you visit may collect information that may be shared with third parties to track user activity. For example, website usage information about visitors to the site. The information is not, however, personally identifiable.