

Privacy Policy

Background:

Helios Land Consultancy Ltd understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of everyone who visits this website, www.heliosconsultancy.co.uk ("Our Site"), 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.

1. Definitions and Interpretation

In this Policy the following terms shall have the following meanings:

"Account" means an account required to access and/or use certain areas and features of Our Site;

"Cookie" means a small text file placed on your computer or device by Our Site when you visit certain parts of Our Site and/or when you use certain features of Our Site. Details of the Cookies used by Our Site are set out in Part 14, below; and

"Cookie Law" means the relevant parts of the Privacy and Electronic Communications (EC Directive) Regulations 2003.

2. Information About Us

Our Site is owned and operated by Helios Land Consultancy Ltd, a limited company registered in England under company number 14392421.

Registered address: Newton Lodge, Mickleton, Barnard Castle, DL12 0LG
VAT Number 442432715

3. What Does This Policy Cover?

This Privacy Policy applies only to your use of Our Site and sets out our approach to privacy. Our Site may contain links to other websites. Please note that we have no control over how your data is collected, stored or used by other websites and we advise you to check the privacy policies of any such websites before providing any data to them.

4. What Is Personal Data?

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.

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the "GDPR") and for the UK in the Data Protection Act 2018 (collectively, "the Data Protection Legislation") as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.

5. What Are My Rights?

Under the Data Protection Legislation, you have the following rights, which we will always work to uphold:

The right to be informed about our collection and use of your personal data. This Privacy Policy 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 in Part 15.

b) The right to access the personal data we hold about you. Part 13 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 in Part 15 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 hold. Please contact us using the details in Part 15 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 withdraw consent. This means that, if we are relying on your consent as the legal basis for using your personal data, you are free to withdraw that consent at any time.

h) 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.

i) Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 15.

It is important that your personal data is kept accurate and up-to-date. If any of the personal data we hold about you changes, please keep us informed as long as we have that data.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office. We would welcome the opportunity to resolve your concerns ourselves, however, so please contact us first, using the details in Part 15.

6. What Data Do You Collect and How?

Depending upon your use of Our Site, or further engagement with us, we may collect and hold some or all of the personal and non-personal data set out below, using the methods also set out in the table. Please also see Part 14 for more information about our use of Cookies. We do not normally collect any 'special category' or 'sensitive' personal data nor personal data relating to children, but in an instance where this is required to comply with legal obligations or volunteered appropriate safeguards are adopted.

Typically, data collected might include name, address, contact details. This may also include information about your ownership. In some circumstances this may extend to data to confirm identification or payment details, where appropriate safeguards are adopted.

Our website provides a 'contact us' function and provides a contact address, 'jacqui@heliosconsultancy.co.uk'.

As part of our business, we work on projects normally related to infrastructure schemes be it for transmission, energy, renewables, water industry or transport. These are normally projects in the public interest and statutory in nature. In those instances, we act as data processor for a client (who is the data controller) and the data is collected for legitimate use in connection with a specific project only. For such projects our clients are often statutory bodies or statutory undertakers and if you are contacted in relation to a project, we will advise you who the client is and why information is sought.

For such projects we normally collect similar data using paid for but publicly available sources, e.g. directory enquiries, 192.com, HM Land Registry, electoral registers, Companies House. We may also post requests for information to seek to identify and confirm land ownership and interest parties in relation to projects. We may also contact you by telephone or in writing by e mail or post regarding the same. Such information may also be gathered in person at a meeting or consultation event or be provided to us by our client or a part of their project team.

You may also contact us using contact addresses provided for another reason such as in relation to services sought or services provided.

You may use the 'contact us' or a contact address to apply for or enquire about an employment position within the company. Please see our Employment Privacy Notice available on Our Site.

7. How Do You Use My Personal Data?

Under the Data Protection Legislation, we must always have a lawful basis for using personal data. The following table describes how we may use your personal data, and our lawful basis for doing so:

What We Do	What Data We Use	Our Lawful Basis
To identify your property interest or rights potentially affected by a project we are working on as data processor.	Contact details, property information, financial information.	Legitimate business interest and legal obligation.
To provide services to you or procure services from you. Dealing with enquiries and communicating with you.	Contact details.	Legitimate business interests and regulatory obligations.
For internal business administration and operations including, but not limited to, quality assurance, management information, audit, governance and financial processes.	Contact details.	Legitimate business interests.
Application for employment.	Contact details, identity information, employment and qualification history - please see Employment Application Privacy Notice.	Legitimate business interests.
Administering Our Site. Seeking to improve Our Site.	IP address through Google Analytics.	Legitimate business interest.

Those whose content appears on Our Site may use third-party Cookies, as detailed below in Part 14. Please refer to Part 14 for more information on controlling cookies. Please note that we do not control the activities of such third parties, nor the data that they collect and use themselves, and we advise you to check the privacy policies of any such third parties.

We will only use your personal data for the purpose(s) for which it was originally collected unless we reasonably believe that another purpose is compatible with that or those original purpose(s) and need to use your personal data for that purpose. If we do use your personal data in this way and you wish us to explain how the new purpose is compatible with the original, please contact us using the details in Part 15.

If we need to use your personal data for a purpose that is unrelated to, or incompatible with, the purpose(s) for which it was originally collected, we will inform you and explain the legal basis which allows us to do so.

In some circumstances, where permitted or required by law, we may process your personal data without your knowledge or consent. This will only be done within the bounds of the Data Protection Legislation and your legal rights.

8. How Long Will You Keep My Personal Data?

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected.

9. How and Where Do You Store or Transfer My Personal Data?

Data is stored in a range of different places, including on your application record and in other IT systems (including the Company's email system).

We will only store or transfer your personal data store or transfer some of your personal data within the UK. This means that it will be fully protected under the Data Protection Legislation.

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:

- limiting access to your personal data to those employees, agents, contractors, and other third parties with a legitimate need to know and ensuring that they are subject to duties of confidentiality;
- procedures for dealing with data breaches (the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, your personal data) including notifying you and/or the Information Commissioner's Office where we are legally required to do so.

10. Do You Share My Personal Data?

We will not share any of your personal data with any third parties for any purposes, subject to the following exceptions.

We may sometimes contract with the following third parties to supply certain services, for example, supporting our information technology systems, Our Site, financial administration, quality assurance management or in relation to projects undertaken.

Where we act as a data processor, the data collected will be shared with the client organisation (as data controller) and may be shared with others fulfilling a data processor role on the same project.

If we sell, transfer, or merge parts of our business or assets, your personal data may be transferred to a third party. Any new owner of our business may continue to use your personal data in the same way(s) that we have used it, as specified in this Privacy Policy.

In some 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, the instructions of a government authority, or complying regulatory obligations.

If any of your personal data is shared with a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law, as described above in Part 9.

If any personal data is transferred outside of the UK or EEA, we will take suitable steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the Data Protection Legislation, as explained above in Part 9.

11. How Can I Control My Personal Data?

11.1 In addition to your rights under the Data Protection Legislation, set out in Part 5, when you submit personal data via Our Site, you may be given options to restrict our use of your personal data.

12. Can I Withhold Information?

You may access certain areas of Our Site without providing any personal data at all. However, to use all features and functions available on Our Site you may be required to submit or allow for the collection of certain data.

You may restrict our use of Cookies. For more information, see Part 14.

13. How Can I Access My Personal Data?

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 in Part 15.

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 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.

14. How Do You Use Cookies?

Our Site may place and access certain first-party Cookies on your computer or device. First-party Cookies are those placed directly by us and are used only by us. We use Cookies to facilitate and improve your experience of Our Site and to provide and improve our services. We have carefully chosen these Cookies and have taken steps to ensure that your privacy and personal data is protected and respected at all times.

By using Our Site, you may also receive certain third-party Cookies on your computer or device. Third-party Cookies are those placed by websites, services, and/or parties other than us. Third-party Cookies are used on Our Site to collect standard internet log and visitor behaviour information and allow us to improve Our Site. These Cookies are not integral to the functioning of Our Site and your use and experience of Our Site will not be impaired by refusing consent to them.

All Cookies used by and on Our Site are used in accordance with current Cookie Law.

Before Cookies are placed on your computer or device, you will be shown a pop up prompt message requesting your consent to set those Cookies. By giving your consent to the placing of Cookies you are enabling us to provide the best possible experience and service to you. You may, if you wish, deny consent to the placing of Cookies; however certain features of Our Site may not function fully or as intended.

The third-party Cookies that may be placed on your computer or device are as follows:

Google Analytics - <https://policies.google.com/privacy>

Our Site uses analytics services provided by Google. Analytics refers to a set of tools used to collect and analyse anonymous usage information, enabling us to better understand how Our Site is used. This enables us to improve Our Site and the services offered through it.

The analytics service used by Our Site uses Cookies to gather the required information. You do not have to allow us to use these Cookies, however whilst our use of them does not pose any risk to your privacy or your safe use of Our Site, it does enable us to continually improve Our Site, making it a better and more useful experience for you.

In addition to the controls that we provide, you can choose to enable or disable Cookies in your internet browser. Most internet browsers also enable you to choose whether you wish to disable all Cookies or only third-party Cookies. By default, most internet browsers accept Cookies, but this can be changed. For further details, please consult the help menu in your internet browser or the documentation that came with your device.

You can choose to delete Cookies on your computer or device at any time, however you may lose any information that enables you to access Our Site more quickly and efficiently including, but not limited to, login and personalisation settings.

It is recommended that you keep your internet browser and operating system up-to-date and that you consult the help and guidance provided by the developer of your internet browser and manufacturer of your computer or device if you are unsure about adjusting your privacy settings.

For further information about Cookies visit www.aboutcookies.org or www.allaboutcookies.org

15. How Do I Contact You?

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please contact Jacqui Stoddart:

Email address: jacqui@heliosconsultancy.co.uk

Telephone number: 07891 457412

16. Changes to this Privacy Policy

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.

Any changes will be immediately posted on Our Site and you will be deemed to have accepted the terms of the Privacy Policy on your first use of Our Site following the alterations.

We recommend that you check this page regularly to keep up-to-date.