

Netready Ltd t/a Hero Solutions: Data Privacy Notice

Last updated: 01/06/2025

1 About this Data Privacy Notice

This Privacy Notice is a publically available document explaining, in clear terminology, what data we hold, why we process it, how it is secured and shared, and an individual's rights in relation to their data.

2 About our Data Policy

Our Data Policy is a separate document that is available on request. It goes into more detail about how staff handle data, retention periods and uses terminology that is more technical but explains our policy in more detail than this document.

3 What data we hold and why

We process personal information (such as your name, address, telephone number, job role, financial information) for certain legitimate interests, which may include the following

- To identify and prevent fraud
- To protect Netready's business interests (e.g. credit control)
- To provide marketing (postal, telephone or email) offering services/products that we have identified that may be suitable for you
- To determine the effectiveness of promotional campaigns and marketing

We process personal information (such as your name, address, email, telephone) for contract purposes, which may include the following

- To meet contractual obligations such as invoicing
- To register your details with official bodies (such as website domain name registration)

4 Security of your data

Any personal data we store is kept within our secure network within the UK. When data is no longer required it is securely erased.

5 Sharing of data

Personal Data will not be shared with third parties for anything other than legal or contractual purposes.

This means we will not share your details with other companies for them to advertise to you.

However, we will pass your details onto companies if it is a necessary part of the service we are providing you; for example if you purchase a website domain with us then your personal details will be passed to the central organisation for domain management; or if you require a method to take payment online we would help you decide which provider is suitable and then we will pass your details to them.

Your details will be passed to third party companies as part of any contractual reasons, for example if you agree to a credit check or for debt collection.

We will pass personal data onto any legal bodies such as central government or law enforcement if legally required to do so.

6 Your rights

According to the DPA (Data Protection Act) and GDPR (General Data Protection Regulation) you have the following rights:

- Right to be informed: we inform you clearly about the data we process
- Right of access: you can request access to your personal data and supplementary information
- Right to rectification: your personal data can be rectified if it is inaccurate or incomplete
- Right to erasure: you can request the deletion or removal of personal data where there is no compelling reason for its continued processing
- Right to restrict processing: you have a right to 'block' or suppress processing of personal data
- Right to data portability: you have the right to reuse your personal data for your own purposes with different services
- Right to object: you can object to processing based on our legitimate business interests, direct marketing (including profiling) etc.
- Rights related to automated decision making including profiling: you can object to automated decision making or request information

7 Contact Us

To exercise any of your rights, or for questions or complaints related to your personal data, please contact our Data Protection Officer:

Email: dpo@netready.biz

Phone: +44 (0)116 296 8618

Address: Netready Ltd, Phoenix Yard, Upper Brown Street, Leicester, LE1 5TE

8 Complaints

If you are not satisfied with how we handle your personal data, you have the right to complain to the Information Commissioner's Office (ICO):

Website: <https://ico.org.uk>

Phone: 0303 123 1113