

Helicopter & Aviation Services Limited trading as “Helipad” commits to using your personal information responsibly and only to the extent needed to serve you better.

Application of Privacy Policy

This Privacy Policy regulates how we internally use, protect and disclose to third parties during commercial activities any personal information. It applies to information we possess that is collected from you through your use and access of our website and other services. This Privacy Policy applies to our directors, officers, partners, employees, contractors and authorized representatives ("Staff").

Our Privacy Policy is subject to the requirements of:

- The Data Protection Act 2018 which is the UK’s implementation of the General Data Protection Regulation (GDPR) (<https://www.legislation.gov.uk/ukpga/2018/12/contents/enacted>).
- The Privacy and Electronic Communications (EC Directive) Regulations 2003 (<https://www.legislation.gov.uk/uksi/2003/2426/contents>).

Accountability for Your Privacy

Our Information Technology manager is responsible for ensuring that Staff comply with this Privacy Policy. They can be contacted:

Helipad, Hangar 11,
Redhill Aerodrome, Kings Mill lane,
Redhill, Surrey,
RH1 5JY
United Kingdom

Email: info@helipad.co.uk

Our Purpose

Helipad provides aviation services and operates helicopter landing sites in the UK. We collect, use, and disclose personal information for the following purpose:

- Responding to inquiries about booking related to Helipad’s venues and other services.
- Processing aircraft landing bookings, processing credit card payments, processing other payment information for customers, fraud detection and prevention, anti-spam detection and prevention, and generally administering our ecommerce and other operational platforms.
- Maintaining online “accounts”/ “profiles” of our clients, linked to our platforms, that facilitate a more effective ecommerce experience.
- Maintaining our email newsletter and general email contact list
- Sharing with Staff, contractors, consultants and affiliated and other parties who require such information to assist us with any of our services and operational activities.

Personal Information We Collect and Use

To fulfil the purposes mentioned above, we collect the following kind of personal information:

- Names, addresses, phone number, and email address that is provided when registering and/or inviting another user for any of our platforms. This information is shared with our accounting processor.
- Payment information, only to process orders. Helipad send all payment information to a payment processor via the encryption protocol and process handled and provided by payment service provider. Helipad does not retain that information.
- Information provided in any correspondence (email, phone call, text message, post or otherwise) with Helipad.
- Survey information in any surveys conducted by Helipad for research purposes
- Photos, comments, messages and other files posted to Helipad's Facebook, Instagram, YouTube, or any other social media accounts, subject to the privacy terms established by the social media provider.
- Information provided and captured by any of Helipad's online services hosting providers to achieve the ability to visit Helipad's online websites.
- Documents provided to Helipad via any of our platforms.

All of the personal information is stored and processed by Helipad's hosting and data storage providers and are subject to their data privacy terms.

Cookies

When you visit our website or any other platforms operated by Helipad, we may place one or more "cookies" on the local drive of your computer to track your visit. A cookie is a small data file that is transferred to your local drive through your web browser and can only be read by the website that placed the cookie on your local drive. The cookie acts as an identification card and allows our website to identify you and to record preferences and tokenized login details.

The cookie allows us to track your visit to Helipad so that we can better understand your use of our website so that we can customize and tailor the website to better meet your needs. Most browsers are set to accept cookies, but you can usually change this if you so desire. It should be noted that if cookies are not accepted, you may be unable to access a number of web pages found on Helipad's platforms.

No Implied Consent

We do not rely on implied consent at Helipad for collection, use or disclosure of any personal information. We will only use, disclose and process personal information with your express informed consent. The only exceptions are where we are permitted to proceed without express consent under UK GDPR.

Express Informed Consent

We use personal information for the purposes outlined above. When Helipad collects personal information online, we will request that you supply personal information in fields on web pages containing a link to this Privacy Policy.

When collecting personal information by other means, our Staff will contact you (either by telephone or email) to request your express consent. You need to consent in writing before we proceed. That can be done by email.

No Consent from Children

We do not collect personal information from children (anyone under 18) over the telephone or in person without a parent's express oral consent.

Also, we do not knowingly collect information from children online. However, in the absence of any indication to the contrary, we will assume anyone supplying us with information online is over 18 years of age. Parents are strongly encouraged to discuss responsible internet use and personal information disclosure with their children.

Withdraw Consent

You can withdraw your consent at any time, subject to legal or contractual restrictions and reasonable notice, by sending an e-mail to our Information Technology manager at the contact information above. In some circumstances, a change in or withdrawal of consent may severely limit our ability to provide products or services to you. We will inform you of any implications connected to withdrawing your consent.

Your Ability to Access Your Information

You can make a written request to our Information Technology manager at the address above in order to:

- Review any personal information we have on you in our files;
- Rectify any inaccurate information that we may have; and
- Request that we erase any personal data on you that we, or any of our third-party processors, possess;

Please include sufficient details in your request about the type of information that you would like to see about yourself. Please sign your request and send it by regular mail or via email and we will contact you within 20 days of receipt. Please note that we only respond if you are making a request

relating to your own personal information. We will not grant access to personal information about someone else.

We will be pleased to provide you with access to your personal information as long as it does not fall within an express exception. Examples of such exceptions include, but are not limited to, information protected by solicitor-client privilege; information generated in the course of a formal dispute resolution process; information about another individual where disclosure would reveal confidential commercial information; or information disclosed to the police or other lawful authorities where we are required to withhold disclosure.

Please note that summary information is available on request, subject to the terms above, but more detailed requests requiring Helipad to incur archive or other retrieval costs may be subject to administrative fees or reimbursement requirements.

Questions or Concerns

Should you have any questions or concerns about this Privacy Policy or how we handle your information-access request, please direct them to our Information Technology manager. They will be pleased to respond and, if necessary, investigate the matter.

We reserve the right to change our Privacy Policy at any time by posting a new version on our website or other platforms operated by us. In the event of a conflict between this version and another, the version that is later in time prevails.