



Privacy Policy

JPC InfoNet Limited Trading as Cloud Heroes Ltd ("We") are committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting this website and by entering into any agreement for supply of products and services with us, you are accepting and consenting to the practices described in this policy.

For the purpose of the Data Protection Act 2018 (the Act), the data controller is JPC InfoNet Limited Trading as Cloud Heroes Ltd of 3 Sandringham Road, Trowbridge, Wiltshire, BA14 0JU.

We use an in-house analytics system to provide basic usage metrics on our website. Your IP address may be used to help identify you and to gather broad demographic information such as country of residence. This information, provided by your web browser, may be provided to our support or tech team should you complete any contact forms or live chat requests on our website. All information is stored securely on internal Cloud Heroes servers and will only be used in accordance with this policy and our terms & conditions.

Our website's contact forms provide users the means to give us contact information which we use to send users information about our company or services. The customer's contact information is also used to contact visitors or customers when necessary, or occasionally to provide relevant information about our products and services. Any marketing mailings will give recipients the option to opt-out by using the provided unsubscribe link or contacting us directly.

We only rely on our own, highly-secure systems for any internal data storage except for customer communications (see below regarding MailChimp in respect of customer communications).

Our website or customer portal may contain links to external sites and Cloud Heroes is not responsible for the privacy practices or the content of these sites.

We may use and share your details for the collection of any debts you owe to us. This may include the use of debt collection organisations to collect any unpaid debts on our behalf.

Disclosure of Your Information

You agree that we have the right to share your personal information with:

- Any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.



Privacy Policy

- Selected third parties including:
 - business partners, suppliers and sub-contractors for the performance of any contract we enter into with them or you;
 - Quick Books, our online accounting software provider;
 - MailChimp, for the purposes of providing email campaign management services. Mailchimp is based in the USA and is therefore outside of the European Economic Area. We have been careful to select a sub-contractor that adheres to the same standards of security and integrity as ourselves, are SOC II compliant and PCI DSS certified. MailChimp has certified its compliance with the EU-US Privacy Shield Framework set out by the US Department of Commerce. For full details, please see MailChimp's own privacy policy;
 - credit reference agencies for the purpose of assessing your credit score where this is a condition of us entering into a contract with you.

We will disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we will disclose your personal data to the prospective seller or buyer of such business or assets.
- If JPC InfoNet Limited Trading as Cloud Heroes Ltd or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of service and other agreements; or to protect the rights, property, or safety of JPC InfoNet Limited Trading as Cloud Heroes Ltd, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Your Rights

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at privacy@cloudheroes.com.

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.



Privacy Policy

Access to Information

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request will be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

Changes to Our Privacy Policy

Any changes we make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to privacy@cloudheroes.com.