

Privacy Policy

At Herculean cvba, we're committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

How do we collect information from you?

We obtain information about you when you use our website, for example, when you contact us about products and services, to make a donation, to play our Age UK Lottery or if you register to receive one of our weekly newsletters.

What type of information is collected from you?

The personal information we collect might include your name, address, email address, IP address, and information regarding what pages are accessed and when. If you make a donation online or purchase a product from us, your card information is not held by us, it is collected by our third party payment processors, who specialize in the secure online capture and processing of credit/debit card transactions, as explained below.

How is your information used?

We may use your information to:

- process orders that you have submitted
- to carry out our obligations arising from any contracts entered into by you and us
- dealing with entries into a competition
- seek your views or comments on the services we provide;
- notify you of changes to our services
- send you communications which you have requested and that may be of interest to you.
- for statistical purposes

We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

We will not sell or rent your information to third parties, not even to your employer.

When you are using our webshop, your payment is processed by a third party payment processor, who specializes in the secure online capture and processing of credit/debit card transactions. If you have any questions regarding secure transactions, please contact us.

Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email: info@herculestrophy.com.

How you can access and update your information?

The accuracy of your information is important to us. You can always check your profile on our website and correct your information at any time.

You can always contact us for a copy of your profile or print it from the website.

If you want us to delete your information, send an email to info@herculestrophy.com.

Profiling

We may analyze your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you. We may make use of additional information about you when it is available from

external sources to help us do this effectively. We may also use your personal information to detect and reduce fraud.

Use of 'cookies'

Like many other websites, the Herculean website uses cookies. 'Cookies' are small pieces of information sent by an organization to your computer and stored on your hard drive to allow that website to recognize you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. This helps us to improve our website and deliver a better more personalized service.

It is possible to switch off cookies by setting your browser preferences. For more information on how to switch off cookies on your computer, visit our full cookie policy. Turning cookies off may result in a loss of functionality when using our website.

Links to other websites

Our website may contain links to other websites run by other organizations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Website recording

Our web site may also use a recording service like the Crazy Egg application and the Facebook pixel. These services may record mouse clicks, mouse movements, page scrolling and any text keyed into website forms. The information collected does not include bank details or any sensitive personal

data. Data collected is for internal use only. The information collected is used to improve our website usability and is stored and used for aggregated and statistical reporting.

File a complaint

If you are not satisfied about the way your personal information is being handled you can file a complaint with the privacy commission through this link: <https://www.privacycommission.be/nl/contact>

Review of this Policy

We keep this Policy under regular review. This Policy was last updated on 27/04/2018.