

PUBLIC



Privacy Policy

Abstract

Helio Sector's Privacy Policy outlines how we collect, use, and protect your Personal Information to deliver and enhance our cybersecurity and IT services. We ensure transparency, security, and compliance with applicable laws while offering you the right to manage your data.

Helio Sector
support@heliosector.com

03/30/2025

V2.1

PUBLIC



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1. Helio Sector Privacy Policy

Effective: March 21, 2025

Helio Sector operates <https://heliosector.com>, providing technology, cybersecurity, IT support, software development, and migration services (the “Service”). This Privacy Policy outlines how we collect, use, and disclose your Personal Information when you use our Service. You agree to these practices when accessing or using our Service. The terms used here have the same meanings as our Terms and Conditions, accessible at <https://heliosector.com/terms>, unless otherwise defined in this Privacy Policy.

A) Information Collection and Use

We collect personally identifiable information to enhance your experience and deliver our Service effectively. This may include:

- **Contact Details:** Name, email address, phone number, and postal address.
- **Other Identifiers:** Information you provide during interactions (e.g., support requests).

Purpose: We use this information to:

- Identify and contact you regarding the Service.
- Provide, maintain, and improve our offerings.
- Analyze usage trends to optimize performance.
- Send promotional updates with your consent.

Legal Basis: We process this data based on your consent, our legitimate interest in offering a service, providing the Service, or fulfilling contractual obligations.

B) Log Data

Whenever you visit our Service, we collect **Log Data** sent by your browser, which may include:

- Your computer’s Internet Protocol (IP) address.
- Browser type and version.
- Pages visited, visited timestamps, and time spent.
- Other usage statistics.

This data helps us monitor performance, troubleshoot issues, and enhance security.

C) Cookies

We use **cookies** and small data files stored on your device to collect information and improve the Service. These anonymous identifiers track usage and preferences.

- **Management:** You can accept or refuse cookies via our website’s cookie consent tool, which is visible upon your first visit.
- **Impact:** Refusing cookies may limit access to certain features.

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- **Do Not Track:** We currently do not respond to browser “Do Not Track” signals; our cookie practices are detailed here.

D) Service Providers

We may engage third-party companies or individuals to:

- Facilitate our Service.
- Provide it on our behalf.
- Perform related tasks (e.g., analytics).

These third parties can access your Personal Information only to perform assigned duties. They are contractually obligated not to disclose or use it for other purposes, and we do not sell your data. If Personal Information is transferred internationally, we ensure compliance with applicable laws, such as Standard Contractual Clauses.

E) Security

We prioritize your trust by employing industry-leading security measures to protect your Personal Information. These include encryption, access controls, and regular audits. However, no online transmission or storage method is 100% secure. In the event of a data breach, we will notify affected users and relevant authorities as required by law, typically within 72 hours of discovery.

F) Data Retention

We retain your Personal Information only as long as it is necessary to provide the Service and meet legal or contractual obligations, typically no longer than 5 years after your last interaction, unless otherwise required by law. Data is then securely deleted or anonymized.

G) Your Privacy Rights

You have rights over your Personal Information, subject to applicable laws:

- **Access:** Request a copy of the data we hold about you.
- **Correction:** Update inaccurate information.
- **Deletion:** Request removal of your data.
- **Restriction:** Limit how we process your data.

To exercise these rights, contact us at support@heliosector.com. We’ll respond within 30 days, as required by law.

H) Links to Other Sites

Our Service may include links to third-party websites not operated by us. We encourage you to review their privacy policies, as we have no control over and assume no responsibility for their content, practices, or policies.

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I) Children’s Privacy

Our Service is not intended for individuals under 16. We do not knowingly collect Personal Information from anyone under 16. If we discover such data has been provided, we will delete it immediately. Parents or guardians aware of such instances should contact us at support@heliosector.com for prompt action.

J) Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect legal, operational, or service changes. Updates will be posted on this page and are effective immediately upon posting. We’ll notify you of significant changes via email or a website notice. Please review this policy regularly.

K) Contact Us

Questions or suggestions? Reach out at:

- **Email:** support@heliosector.com
- **Website:** <https://heliosector.com/contact>

2. REVISIONS

V1.0	-	Original Release of the Document	June 2020
V2.0	-	Review of the Privacy Policy and Updates	March 2025

Changes

- **Inconsistencies Fixed:**
 - URLs updated to heliosector.com.
 - "Personal Information" clarified with categories (e.g., "Contact Details").
 - Cookie consent is specified with a tool mentioned.
 - The third-party section confirms that there are no data sales and adds international transfer safeguards.
 - Security strengthened with "industry-leading measures" to match Helio Sector's MSSP ethos.
- **Omissions Added:**
 - Legal basis included in Section 1.
 - Data retention is outlined in Section 6.
 - User rights added in Section 7.
 - International transfers are addressed in Section 4.
 - Data breach notification added in Section 5.
 - Purpose expanded in Section 1 (e.g., analytics, promotions).
 - DNT policy noted in Section 3.
- **Corrections Applied:**
 - Formal title and intro with "Effective: March 21, 2025."
 - Contact updated to email and production URL.
 - Children's age rose to 16 (GDPR-friendly).
 - Terms link confirmed as distinct.

V2.1	-	Review of the Legal Basis and updates	March 2025
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- **Updated Applied:**
 - Formal title and intro with "Effective: March 30, 2025."
 - Updated Legal Basis to read as
 - **Legal Basis:** We process this data based on your consent, our legitimate interest in offering a service, providing the Service, or fulfilling contractual obligations. vice
 - **Legal Basis:** We process this data based on your consent, our legitimate interest in providing the Service, or fulfilling contractual obligations.