



Terms & Conditions

Last updated: 11/09/25

Welcome to Stakhanov Industries Ltd. ("Stak", "we", "our", or "us"). By using our website, you agree to these Terms and Conditions. If you do not agree, please do not use this site.

1. Use of the Website

Our website is for general information purposes only.

You agree not to use this website for unlawful purposes or in any way that could damage, disable, or impair it.

2. Intellectual Property

All content on this website — including text, graphics, logos, podcast episodes, and other materials — is the property of Stakhanov Industries Ltd. or our licensors.

You may not reproduce, distribute, or create derivative works from our content without written consent.

3. External Links

Our website may contain links to third-party sites. We are not responsible for their content or practices. Accessing external sites is at your own risk.

4. Disclaimer

While we aim to keep content accurate and up-to-date, we make no guarantees of completeness or reliability.

The website and its content are provided "as is" without warranties of any kind.

5. Limitation of Liability

To the fullest extent permitted by law, Stakhanov Industries Ltd. will not be liable for any loss or damage arising from use of this website or reliance on its content.

6. Governing Law

These Terms are governed by the laws of England and Wales.

Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.



Terms of Service

"The Thing About Arsenal Club" provides a subscription service that allows members to access premium podcasts streamed via the Internet to computers and mobile devices via an array of software or apps, plus other associated benefits.

These Terms of Use govern your use of the service. As used in these Terms of Use, "The Thing About Arsenal Club", "our service" or "the service" means the service provided by "The Thing About Arsenal Club" for listening to premium content.

About Us and the Service

The service is provided by Stakhanov Industries Ltd 18 Holly Road, Farnborough, Hampshire, GU14 0EA Company number 09184835. You can contact us by email at amy@stak.london or by telephone at 07713847946.

The service consists of access to premium podcast audio content streamed via the Internet to your computer or mobile device through a variety of software applications and podcast players. The content is delivered through the Supporting Cast platform, a third-party cloud-based content distribution service

operated by Supporting Cast LLC.

Your use of the service requires an Internet connection and a compatible device. The audio content is provided in standard digital audio formats and is compatible with most modern podcast applications and web browsers. The digital content does not interact with any specific hardware or software beyond a standard Internet connection and compatible audio playback device.

The total price of the service shall be as displayed on our subscription page at the time you sign up, including any applicable VAT and taxes. The price will be charged to your chosen Payment Method (as defined below) on a recurring basis according to your selected billing cycle (monthly or annual, as applicable).

Membership

1.1. Your subscription will continue until terminated. To use the "The Thing About Arsenal Club" service you must have Internet access and a podcast ready device and provide us with one or more Payment Methods. "Payment Method" means a current, valid, accepted method of payment, as may be updated from time to time, and which may include payment through your account with a third party service



Terms of Service

provider. Unless you cancel your membership before your billing date, you authorise us to charge the membership fee for the next billing cycle to your Payment Method (see "Cancellation" below).

1.2. You can find specific details regarding your subscription membership by visiting our website and clicking on the "Dashboard" link available at the top of the pages of the subscription website under your profile name.

Billing and Cancellation

2.1. Billing Cycle. The membership fee for the "The Thing About Arsenal Club" service will be charged to your Payment Method on the specific billing date indicated on your "Account" page. The length of your billing cycle will depend on the type of subscription that you choose when you sign-up for the service. In some cases your payment date may change, for example if your Payment Method has not successfully settled or if your paid membership began on a day not contained in a given month. Visit our website and click on the "Account" page to see your next payment date.

2.2. Payment Methods. To use the "The Thing About Arsenal Club" service you must provide one or more Payment Methods. You authorise us to charge any Payment Method associated with your account in case your primary Payment Method is declined or no longer available to us for payment of your subscription fee. You remain responsible for any uncollected amounts. If a payment is not successfully settled, due to expiration, insufficient funds, or otherwise, and you do not cancel your account, we may suspend your access to the service until we have successfully charged a valid Payment Method. For some Payment Methods, the issuer may charge you certain fees, such as foreign transaction fees or other fees relating to the processing of your Payment Method. Local tax charges may vary depending on the Payment Method used. Check with your Payment Method service provider for details.

2.3. Updating your Payment Methods. You can update your Payment Methods by going to the "Account" page. We may also update your Payment Methods using information provided by the payment service providers.



Terms of Service

Following any update, you authorise us to continue to charge the applicable Payment Method(s).

2.4. Cancellation. You can cancel your "The Thing About Arsenal Club" membership at any time, and your account will close at the end of your current billing period. To cancel, go to the "Account" page and follow the instructions for cancellation. To see when your account will close, click "Billing details" on the "Account" page. If you are a consumer in the European Union and United Kingdom, you have a statutory right to cancel your subscription within 14 days of signing up (the "cooling-off period"), and to receive a full refund, unless you have given your express consent to begin receiving content during the cooling-off period and have acknowledged that you will lose your right to cancel once streaming of content has begun. Outside of the cooling-off period, we do not generally provide refunds or credits for partial membership periods. Nothing in this clause affects your statutory rights under the Consumer Rights Act 2015, including your right to a remedy if the digital content we supply is not of satisfactory quality, fit for a particular purpose, or as described.

To exercise your right to cancel, you must inform us of your decision by a clear statement (for example, by email to finn@stak.london) If you cancel within the 14-day period before content has been streamed, we will reimburse all payments received from you without undue delay and in any event not later than 14 days after the day on which we are informed of your decision to cancel.

2.5. Changes to the Price and Subscription Plans. We may change our subscription plans and the price of our service from time to time; however, any price changes or changes to your subscription plans will apply to subsequent billing cycles following at least 30 days' prior written notice of the change(s) to you. If we increase the price of your subscription, you will have the right to cancel your membership before the price increase takes effect without incurring any penalty, and you will not be charged the increased price unless you continue your membership after the effective date of the increase.



Terms of Service

"The Thing About Arsenal Club" Service

3.1. You must be 18 years of age, or the age at which you may legally enter a contract in your country, to become a member of the "The Thing About Arsenal Club" service. People under the age of 18 may only use the service under the supervision of an adult.

3.2. "The Thing About Arsenal Club" service and any content consumed through the service are for your personal and non-commercial use only and may not be shared with individuals beyond your household (meaning the people who live at your primary residential address). During your "The Thing About Arsenal Club" membership we grant you a limited, non-exclusive, non-transferable right to access "The Thing About Arsenal Club" and listen to "The Thing About Arsenal Club" content. Except for the foregoing, no right, title or interest shall be transferred to you. You agree not to use the service for public performances. If we reasonably believe you have violated these Terms of Use, we will notify you and give you 14 days to remedy the breach before we terminate or restrict your use of our service, unless the breach involves illegal activity or fraud,

in which case we may terminate or restrict access immediately.

3.3. You agree not to archive, reproduce, distribute, modify, display, perform, publish, licence, create derivative works from, offer for sale, or use (except as explicitly authorised in these Terms of Use) content and information contained on or obtained from or through the "The Thing About Arsenal Club" service. You also agree not to: circumvent, remove, alter, deactivate, degrade or thwart any of the content protections in the "The Thing About Arsenal Club" service; use any robot, spider, scraper or other automated means to access the "The Thing About Arsenal Club" service; decompile, reverse engineer or disassemble any software or other products or processes accessible through the "The Thing About Arsenal Club" service; insert any code or product or manipulate the content of the "The Thing About Arsenal Club" service in any way; or use any data mining, data gathering or extraction method. In addition, you agree not to upload, post, e-mail or otherwise send or transmit any material designed to interrupt, destroy or limit the functionality of any computer software or hardware or telecommunications equipment associated with the "The Thing About Arsenal Club" service,



Terms of Service

including any software viruses or any other computer code, files or programs.

We may terminate or restrict your use of our service if you violate these Terms of Use or are engaged in illegal or fraudulent use of the service.

3.4. The quality and download speed of the audio of the "The Thing About Arsenal Club" content may vary from device to device, and may be affected by a variety of factors, such as your location, the bandwidth available through and/or speed of your Internet connection.

3.5. Passwords and Account Access. The member who created the "The Thing About Arsenal Club" account and whose Payment Method is charged (the "Account Owner") has access and control over the "The Thing About Arsenal Club" account and the "The Thing About Arsenal Club" ready devices that are used to access our service and is responsible for any activity that occurs through the "The Thing About Arsenal Club" account. To maintain control over the account and to prevent anyone from accessing the account (which would include information on viewing history for the account), the Account Owner should

maintain control over the "The Thing About Arsenal Club" compatible devices or apps that are used to access the service and not reveal the password or details of the Payment Method associated with the account to anyone. You are responsible for updating and maintaining the accuracy of the information you provide to us relating to your account. We can terminate your account or place your account on hold in order to protect you, "The Thing About Arsenal Club" or our partners from identity theft or other fraudulent activity.

Miscellaneous

5.1. Governing Law. These Terms of Use shall be governed by and construed in accordance with the laws of England and Wales. Nothing in these Terms of Use shall affect your statutory rights as a consumer under the laws of your country of residence where those rights cannot be excluded or limited by contract. Any disputes arising out of or in connection with these Terms of Use shall be subject to the non-exclusive jurisdiction of the courts of England and Wales, provided that if you are a consumer resident in another part of the United Kingdom, you may also bring proceedings in the courts of your country of residence.



Terms of Service

5.2. Customer Support. To find more information about our service and its features or if you need assistance with your account, please visit the "help" link featured at the bottom of every page. You may also contact us at finn@stak.london.

in electronic form only, for example via emails to your email address provided during registration.

5.3. Survival. If any provision or provisions of these Terms of Use shall be held to be invalid, illegal, or unenforceable, the validity, legality and enforceability of the remaining provisions shall remain in full force and effect.

5.4. Changes to Terms of Use. "The Thing About Arsenal Club" may, from time to time, change these Terms of Use. We will notify you at least 30 days before such changes apply to you. If you do not agree with the proposed changes, you may cancel your membership before the changes take effect. Your continued use of the service after the changes take effect will constitute your acceptance of the revised Terms of Use.

5.5. Electronic Communications. We will send you information relating to your account (e.g. payment authorisations, invoices, changes in password or Payment Method, confirmation messages, notices)



Privacy

Stakhanov Industries Ltd 1 Company number 09184835 (“we”, “us”, “our”) is the data controller responsible for your personal data. Our registered address is 8 Holly Road, Farnborough, Hampshire, GU14 0EA If you have any questions about this Privacy Policy or our data practices, you can contact us at show@thingaboutarsenal.com or by post at the address above.

This Privacy Policy explains how we collect, use, store, share and protect your personal data when you use our website at <https://www.stak.london/> and our subscription audio content service (together, the “Service”). It applies to all personal data we collect through the Service and does not apply to information collected from other sources.

We process your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. This Privacy Policy, together with our Terms of Use, sets out the basis on which we will process any personal data we collect from you or that you provide to us.

Website Visitors

When you visit our website, we automatically collect certain technical information of the sort that web browsers and servers typically make available, such as the browser type, language preference, referring site, and the date and time of each request. We collect this information on the basis of our legitimate interests (Article 6(1)(f) UK GDPR) in understanding how visitors use our website and improving its performance. We may publish aggregated, non-identifying statistics about website usage from time to time.

We also collect Internet Protocol (IP) addresses for logged-in users. We process IP addresses on the basis of our legitimate interests in maintaining the security of our Service and preventing fraud. We only disclose IP addresses in the limited circumstances described below under “Disclosure of Your Information”.

Gathering of Personally-Identifying Information

When you sign up for our Service, we ask you to provide a username and email address. We may also collect your name, payment details (processed by our third-party payment provider), and any other information you choose to provide.



Privacy

We process this information on the following lawful bases:

(a) Performance of a contract (Article 6(1)(b) UK GDPR): processing that is necessary to provide you with the Service, manage your subscription, and process payments.

(b) Legitimate interests (Article 6(1)(f) UK GDPR): processing that is necessary for our legitimate business interests, such as improving the Service, detecting fraud, and ensuring network security, where those interests are not overridden by your rights.

(c) Consent (Article 6(1)(a) UK GDPR): where we send you marketing communications or use non-essential cookies, we will obtain your prior consent. You may withdraw your consent at any time by contacting us at show@thingaboutarsenal.com or using the unsubscribe link in any marketing email.

Security

The security of your Personal Information is important to us, but remember that no method of transmission over the Internet, or method of electronic storage is

100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

International Transfers

Your personal data may be transferred to and processed in countries outside the United Kingdom, including the United States, where our platform provider Supporting Cast LLC is based. Where we transfer your personal data outside the United Kingdom, we ensure that appropriate safeguards are in place to protect your data in accordance with UK GDPR, including:

(a) transfers to countries that have been deemed to provide an adequate level of data protection by the UK Secretary of State; or

(b) the use of the UK International Data Transfer Agreement or the UK Addendum to the EU Standard Contractual Clauses, as appropriate.

You may request further details of the safeguards in place by contacting us at show@thingaboutarsenal.com.

Privacy

Data Retention

We will retain your personal data only for as long as is necessary for the purposes for which it was collected, including to satisfy any legal, accounting or reporting requirements. To determine the appropriate retention period, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure, the purposes for which we process your personal data, and whether we can achieve those purposes through other means.

In general, we retain your account information for the duration of your subscription and for a period of 24 months after your account is closed, after which it will be securely deleted or anonymised. Payment transaction records may be retained for up to six years to comply with our legal and regulatory obligations.

Your Rights

Under the UK GDPR, you have the following rights in relation to your personal data:

(a) Right of access: you have the right to request a copy of the personal data we hold about you.

(b) Right to rectification: you have the right to ask us to correct any inaccurate or incomplete personal data.

(c) Right to erasure: you have the right to ask us to delete your personal data in certain circumstances (for example, where it is no longer necessary for the purposes for which it was collected).

(d) Right to restrict processing: you have the right to ask us to restrict the processing of your personal data in certain circumstances.

(e) Right to data portability: you have the right to receive the personal data you have provided to us in a structured, commonly used and machine-readable format, and to transmit that data to another controller.

(f) Right to object: you have the right to object to the processing of your personal data where we are relying on legitimate interests as the lawful basis, or where we process your personal data for direct marketing purposes.

(g) Rights relating to automated decision-making: you have the right not to be subject to a decision based solely on automated processing, including profiling,



Privacy

which produces legal effects concerning you or similarly significantly affects you.

To exercise any of these rights, please contact us at show@thingaboutarsenal.com. We will respond to your request within one month. You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) at <https://ico.org.uk> if you are not satisfied with our response.

Advertisements

Ads appearing on our website may be delivered to users by advertising partners, who may set cookies. These cookies allow the ad server to recognize your computer each time they send you an online advertisement to compile information about you or others who use your computer. This information allows ad networks to, among other things, deliver targeted advertisements that they believe will be of most interest to you. This Privacy Policy covers the use of cookies by "The Thing About Arsenal Club" and does not cover the use of cookies by any advertisers.

Links To External Sites

Our Service may contain links to external sites that are not operated by us. If you click on a third party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy and terms and conditions of every site you visit. We have no control over, and assume no responsibility for the content, privacy policies or practices of any third party sites, products or services.

Protection of Certain Personally-Identifying Information

We share your personal data only with the following categories of recipients and only to the extent necessary for the purposes described in this Privacy Policy:

(a) Supporting Cast LLC ("Supporting Cast"): our content is delivered through the Supporting Cast platform, a cloud-based service operated by Supporting Cast LLC, based in the United States. Supporting Cast processes your personal data (including your email address, IP address, and content consumption data) on our behalf as a data processor in order to deliver the Service. Supporting Cast also collects aggregated and anonymised data relating to the use and performance of its platform,

Privacy

which it may use to improve its products and services. Our arrangement with Supporting Cast is governed by a data processing agreement that includes appropriate safeguards for international data transfers (see “International Transfers” below).

(b) Stripe, Inc.: payment processing is handled by Stripe, Inc. on our behalf. When you subscribe, your payment details are collected and processed directly by Stripe. Stripe’s privacy policy is available at <https://stripe.com/privacy>.

(c) Spotify: if you access our content through Spotify, Spotify may transcribe our content solely for internal purposes including content discovery, moderation, search optimisation, and accessibility. Spotify’s processing of your personal data is governed by Spotify’s own privacy policy.

(d) Our employees, contractors and affiliated organisations who need access to your personal data to provide the Service, and who are bound by confidentiality obligations.

We will not sell or rent your personal data to any third party.

We may disclose your personal data if required to do so by law (including in response to a court order or regulatory request), or where we believe in good faith that disclosure is reasonably necessary to protect our rights, your safety, or the safety of others.

If you are a registered user of our Service and have supplied your email address, we may contact you by email with information, news and offers about our Service, but only where we have obtained your prior consent to receive such communications, or where the communication relates to similar products or services and you have not opted out (in accordance with the “soft opt-in” under the Privacy and Electronic Communications Regulations 2003). Every marketing email will include an unsubscribe link. We will always comply with our obligations under the UK GDPR, the Data Protection Act 2018, and the Privacy and Electronic Communications Regulations 2003.

Aggregated Statistics

“The Thing About Arsenal Club” may collect statistics about the behaviour of visitors to its website. “The Thing About Arsenal Club” may display this information publicly or provide it to others. However, “The Thing About Arsenal Club” does not disclose your

Privacy

personally-identifying information.

Cookies

We use cookies and similar technologies on our website. A cookie is a small text file that a website stores on your device and that your browser provides to the website each time you return.

We use the following types of cookies:

(a) Strictly necessary cookies: these are essential for the operation of our website and do not require your consent.

(b) Analytical/performance cookies: these allow us to recognise and count visitors and to see how visitors move around our website.

(c) Functionality cookies: these are used to recognise you when you return to our website and enable us to personalise our content for you.

(d) Targeting/advertising cookies: these record your visit to our website, the pages you have visited and the links you have followed, and may be used to deliver advertisements relevant to your interests.

Except for strictly necessary cookies, we will only place cookies on your device with your prior, active consent, which we will obtain through our cookie consent banner when you first visit our website. You can change your cookie preferences at any time by clicking the cookie settings link in the footer of our website. You can also set your browser to refuse all or some cookies, but this may affect the functionality of our website.

E-commerce

Those who engage in transactions with “The Thing About Arsenal Club” – by purchasing The Thing About Arsenal Club's services or products, are asked to provide additional information, including as necessary the personal and financial information required to process those transactions. In each case, “The Thing About Arsenal Club” collects such information only insofar as is necessary or appropriate to fulfill the purpose of the visitor's interaction with “The Thing About Arsenal Club”. “The Thing About Arsenal Club” does not disclose personally-identifying information other than as described below. And visitors can always refuse to supply personally-identifying information, with the caveat that it may prevent them from engaging in certain website-related activities.



Privacy

Business Transfers

If "The Thing About Arsenal Club", or substantially all of its assets, were acquired, or in the unlikely event that "The Thing About Arsenal Club" goes out of business or enters bankruptcy, user information would be one of the assets that is transferred or acquired by a third party. You acknowledge that such transfers may occur, and that any acquirer of "The Thing About Arsenal Club" may continue to use your personal information as set forth in this policy.

Privacy Policy Changes

We may update this Privacy Policy from time to time. If we make material changes to how we process your personal data, we will notify you by email or by placing a prominent notice on our website at least 30 days before the changes take effect. We encourage you to review this Privacy Policy periodically. The date of the most recent update will be indicated at the top of this page.