



# Privacy Policy

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Help My Home LLP. Company number: OC449206

Registered office address: Union House, 111 New Union Street,  
Coventry, West Midlands, United Kingdom, CV1 2NT

We are committed to protecting your privacy and ensuring the security of your personal information. This privacy policy outlines how we collect, use, disclose, and protect the information you provide to us when you use our website or interact with our services. We respect and value the privacy of all our clients and will only collect and use personal data in ways that are described here.

## What information do we collect?

We currently collect and process the following information:

- Your name
- Contact details such as phone number and emails address
- Property address

## How we get and why we need to collect your personal information?

Under the UK General Data Protection Regulation (UK GDPR), we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it.

The personal information you provide to us via our website, phone calls or emails is collected and processed for one of the following purposes:

- Providing and managing your enquiry.
- Supplying our services to you.
- Personalising and tailoring our services to you.
- Researching into your local area to tailor our services to you.
- Communicating with you. This may include responding to emails or calls from you.

Only once you enter into an official contract with us we may, with your consent, share your information with external third party contractors, solicitors or potential buyers in order to assist you and carry out our service.

## How do we store your personal information?

We want you to feel confident about how we handle your information. Here's what you need to know:

- **Safe and Secure:** Your data is stored securely on our systems. We use encryption and other measures to keep it safe from unauthorized access. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.
- **Only as Long as Needed:** We only keep your data for as long as necessary to provide our services or meet legal requirements. In general, we will retain your data for the duration of our relationship with you and for a reasonable period thereafter to comply with legal obligations, resolve disputes, and enforce our agreements.
- **Third-Party Partners:** Sometimes, we work with trusted partners to help us store or process your data. They're required to follow strict security standards.
- **Your Privacy Matters:** If you ever have questions or concerns about your data, please reach out to us. We're here to help.

## What are my data protection rights?

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us if you wish to make a request.

## How can I complain?

We take complaints seriously and hope to resolve any issues or concerns you have about our use of your personal information.

Alternatively, you can also complain to the Information Commissioner's Office, ICO, if you are unhappy with how we have used your data. Please visit the ICO website: <https://www.ico.org.uk>