



## HomeCover 365, Privacy Policy

Last Updated 21<sup>st</sup> April, 2020

### Privacy Policy

When we refer to HomeCover 365 (“us”, “we”, or “our”) we refer to HomeCover 365 a trading style of ADS Electrical & Mechanical Ltd registered address 21-23 Dollywaggon Way, South Rings, Bamber Bridge, PR5 6EW.

This page informs you of our policies regarding the collection, use and disclosure of Personal Information when you use our Service.

We will not use or share your information with anyone except as described in this Privacy Policy. We use your Personal Information for providing and improving the Service. By using the Service, you agree to the collection and use of information in accordance with this policy. Unless otherwise defined in this Privacy Policy, terms used in this Privacy Policy have the same meanings as in our Terms and Conditions, accessible at ?

### Information Collection and Use

While using our Service, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you. Personally, identifiable information (“Personal Information”) may include, but is not limited to:

- Contact Data – name, email address, postal address, phone number and any other relevant information that we may need to identify you or contact you.
- Financial Data – your bank account and payment details (either through Pay Pal or provided by you to us via phone) relating to products and services you receive from us.
- Log Data – see below
- Marketing and communications Data – your preferences in receiving marketing from us and our third parties

It is important that the personal data we hold about you is up to date so please let us know if your personal data changes at any time.

### Log Data

We collect information that your browser sends whenever you visit our Service (“Log Data”). This Log Data may include information such as your computer’s Internet Protocol (“IP”) address, browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages and other statistics.

### Why we collect your data

We want to collect this personal data so that we can see the number of users that are visiting our website, what part of our website is viewed the most and other types of statistics. We want to know this data so that we can see where improvements to the website can be made.



### How the data is used

We may use your personal information to expand and improve our website. We wish to do this by optimising and improving the HomeCare 365 platform and experience, by assessing analytics and statistics.

### Marketing Information

When you provide your personal information to us, we will provide you with the opportunity to choose if you are happy for us, or any of our third parties, to contact you with marketing information. If you choose to be contacted by us, we may use your identity, contact or usage and profile data to tell you about our new products or services. If you decide you want to change your marketing preferences at any time please contact us at our address or contact number shown on the website.

### Service Providers

We may employ third party companies and individuals to facilitate our Service, to provide the Service on our behalf, to perform Service-related services or to assist us in analysing how our Service is used.

These third parties have access to your Personal Information only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

### Protecting your Personal Information

We follow strict security procedures to ensure your personal data is protected. This includes confirming you are happy to provide your data when registering online and checking your identity if you call us.

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.

We have no control over, and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

### Children's Privacy

We do not knowingly collect personally identifiable information from children under 18.

### Your Legal Rights

To exercise your legal rights please contact us via phone or email. If you make repeated, unfounded or repetitive requests we may charge you or refuse to act on these requests.

You have the right to:

- request access/a copy of the personal information we hold on you.
- request that we update and ensure we hold the correct personal data on you.



- request that we erase your personal data in certain circumstances.
- to object to or restrict how we process your personal information in certain circumstances.
- request the transfer of your personal information to provide you or a third party nominated by you with your personal information.
- withdraw consent to us using your personal data, where we rely on it. If we cannot provide the service without this personal data we will inform you.

#### Compliance with Laws

We will disclose your Personal Information where required to do so by law or subpoena.

#### Changes to this Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

#### Contact Us

If you have any questions about this Privacy Policy, please contact us at 03330 163 163