

Privacy Policy

This Privacy Policy explains how we use any personal information we collect about you when you use this website or contact us directly.

The General Data Protection Regulation

The General Data Protection Regulation requires us to manage personal information in accordance with data protection principles and in particular requires us to process your personal information fairly and lawfully. This means you are entitled to know how we intend to use any information you provide. You can then decide whether you want to give it to us in order that we may provide the product or service that you require.

All our employees are personally responsible for maintaining customer confidentiality and will do their utmost to keep all data accurate, timely and secure. We provide training and education to all employees to remind them about their obligations.

What information do we collect about you?

We collect information about you when you register with us or place an order for products or services. We also collect information when you voluntarily complete customer surveys, provide feedback and participate in competitions. Website usage information is collected using cookies - please see our [Cookie Policy](#) for more information.

If you are asked to give personal information on our pages, such as for example your name, address, phone number or email address, you will be given an opportunity to consent to how your data is used.

How will we use the information about you?

We will use your data to provide you with the product or service you have requested.

We may use your data for marketing purposes, conducting surveys and providing you with information on our products or services, but only following your conscious opt-in to receive these communications. You have a right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, please email Info@hometeh-uk-ltd.co.uk or call us on 0845 603 9335 or click the 'unsubscribe' link contained within our customer emails.

Any personal information we have gathered will not be shared with anyone outside of our company or other companies that provide us with services. We do not use your information to profile you and we don't transfer your information outside of the European Union. Where you supply us your personal information, we will tell you what we plan to do with your information.

How long will the information be stored for?

We will store the information in a secure and protected environment for as long as we believe it will better help us to understand how we can serve you and respect your wishes. However, this will be for a reasonable period and only for as long as is necessary. In addition, legislation might oblige us to store information for a certain period of time.

We do not store or retain any bank account information.



Access to your information and correction

You have the right to control your personal data. If at any point you believe the personal information we hold on you is incorrect, you want us to correct or delete that information, or you no longer want us to hold that information or contact you, you can exercise your rights by contacting our Data Protection Officer using the contact details towards the end of this document. Your rights include:

- Right of access
- Right to rectification
- Right to erasure
- Right to restriction of processing
- Right to data portability
- Right to object

We will not make a charge for this service.

For more information about your personal data rights please visit the Information Commissioner Office website at: <https://ico.org.uk/for-organisations/data-protection-reform/overview-of-the-gdpr/individuals-rights/>

Please note: we will not be able to delete information that is legally required, or essential to maintaining the services we provide to you.

Cookies

We may collect technical data about the type of Internet Browser and computer operating system that you use. This information does not identify you as an individual and is used only for tracking of site use. This is a technology called “cookies” which can be used to provide you with tailored information from a website. A cookie is an element of data, a file which is nothing but a line of text that a website can send to your browser, which may then store it on your system. This will help us to identify you when you return to the site and allow us to tailor content to your personal preferences. For more information about cookies, please see our [Cookie Policy](#).

You can set your browser to notify you when you receive a cookie, giving you the chance to decide whether or not to accept it. However, in a few cases some of our website features may not function as a result.

What about Security?

Your personal data is processed in a manner that ensures that it is secure and your confidentiality maintained, including preventing unauthorised access to or use of your personal data and the equipment used for the processing that data.

Hometech-UK Ltd has implemented appropriate technical and organisational security measures to ensure the security of your data and we adhere to current regulations.

Our website conforms with the latest security practices but please note that the Internet is not a secure system and you should always be cautious about the information you disclose whilst online as there is a risk that it could be intercepted.

How do I contact you?

If you have any queries, requests or complaints on the subject of data protection or would like to opt out of any contact or communications, please do not hesitate to contact our Data Protection Officer at the address below: -

Data Protection Officer
Lorraine Gurnham

Email: lorraine@hometech-uk-ltd.co.uk

Telephone: 0845 603 9335

If you are not satisfied with the Data Protection Officer's response, or believe we are processing your personal data not in accordance with current Data Protection regulations, you can contact the Information Commissioner's Office (ICO). Their Helpdesk number is 0303 123 1113.