



# Privacy Policy

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HelpMe Solutions Group Limited

Effective Date: 11 June 2025

## 1. Who We Are

HelpMe Solutions Group Limited (“we”, “our”, “us”) is committed to protecting and respecting your privacy. We operate a network of websites and services including HelpMe-BuildIt, HelpMe-FundIt, HelpMe-LearnIt, and other affiliated platforms. This Privacy Policy explains how we collect, use, store, and share your personal information when you use our websites or interact with us.

Company Details:

HelpMe Solutions Group Limited

16 Stradbroke Way, Leeds, LS12 4NB

Email: [contact@helpme-solutionsgroup-ltd.co.uk](mailto:contact@helpme-solutionsgroup-ltd.co.uk)

## 2. Information We Collect

We may collect and process the following categories of personal data:

a. Information you provide to us:

- Name, email address, phone number, and postal address
- Company name and job title (if applicable)
- Information submitted through contact forms, account creation, surveys, newsletter sign-ups, or product/service enquiries

b. Automatically collected data:

- IP address and device information
- Browser type and version
- Pages visited, time spent on site, and referring website
- Cookies and similar technologies

c. Data from third parties:

- Affiliate platforms and referral tracking providers
- Analytics services (e.g., Google Analytics)
- Advertising networks and partners (where permitted)



### **3. How We Use Your Information**

We use your personal data for the following purposes:

- To respond to your enquiries and requests
- To provide services or content you request
- To manage user accounts or affiliate activity
- To improve our websites, services, and content
- To send newsletters or marketing communications where you have opted in
- To analyse user interaction and website performance
- To comply with legal obligations or protect our legal rights

### **4. Legal Basis for Processing**

Under the UK GDPR, we rely on the following lawful bases:

- Consent – where you have given us clear permission
- Contract – where processing is necessary for a contract
- Legal obligation – to meet our legal duties
- Legitimate interests – for running our business (e.g. analytics, security)

### **5. How We Share Your Information**

We may share your data with:

- Trusted third-party service providers (e.g., hosting, email delivery, analytics)
- Affiliate platforms and marketing partners (where relevant)
- Legal authorities, regulators, or insurers when required by law
- New business owners in the event of a business merger or acquisition

We do not sell your personal information to third parties.

### **6. International Data Transfers**

Some of our service providers may be located outside the UK or EEA. In such cases, we ensure appropriate safeguards (e.g., Standard Contractual Clauses) are in place to protect your data.

### **7. Cookies and Tracking Technologies**

Our websites use cookies to distinguish you from other users and to improve your browsing experience.

- Essential cookies – for site functionality
- Analytical cookies – to understand site usage
- Marketing cookies – to deliver relevant advertising



You can manage or disable cookies in your browser settings.

## **8. Data Retention**

We retain your data only for as long as necessary:

- For the purposes set out in this policy
- To comply with legal obligations
- To resolve disputes or enforce agreements

When no longer required, your data will be securely deleted or anonymised.

## **9. Your Rights**

Under data protection laws, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate data
- Request erasure ('right to be forgotten')
- Object to processing based on legitimate interests
- Withdraw consent where applicable
- Data portability
- Lodge a complaint with the Information Commissioner's Office (ICO)

To exercise any of these rights, contact us at:

Email: [contact@helpme-solutionsgroup-ltd.co.uk](mailto:contact@helpme-solutionsgroup-ltd.co.uk)

## **10. Security**

We implement appropriate technical and organisational measures to protect your data, including:

- Secure servers
- Encryption and access control
- Staff training on data handling

However, no online system is completely secure, and we cannot guarantee absolute security.

## **11. Children's Privacy**

Our services are not directed at children under 13. We do not knowingly collect data from minors.



## **12. Changes to This Policy**

We may update this Privacy Policy from time to time. Changes will be posted on this page with a revised "Effective Date." We recommend you check back periodically.

## **Contact Us**

For questions or concerns, please contact:

Email: [contact@helpme-solutionsgroup-ltd.co.uk](mailto:contact@helpme-solutionsgroup-ltd.co.uk)

Address: HelpMe Solutions Group Limited, 16 Stradbroke Way, Leeds, LS12 4NB