



## Privacy Policy

### Introduction

Be-You Housing ("we", "our", "us") is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your information when you visit our website, <https://beyouhousing.co.uk/> ("Website"). Please read this policy carefully to understand our views and practices regarding your personal data and how we will treat it.

### Information We Collect

We may collect and process the following data about you:

- Personal Identification Information: Name, email address, phone number, postal address, and any other details you provide through forms on our Website.
- Technical Data: Internet Protocol (IP) address, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this Website.
- Usage Data: Information about how you use our Website, products, and services.
- Marketing and Communications Data: Your preferences in receiving marketing from us and your communication preferences.

### How We Use Your Information

We use the information we collect in the following ways:

- To Provide and Improve Our Services: To deliver our services, process your requests, and respond to your inquiries.
- To Personalize User Experience: To understand how our users as a group use the services and resources provided on our Website.
- To Improve Our Website: We continually strive to improve our website offerings based on the information and feedback we receive from you.
- To Process Transactions: To manage payments, fees, and charges and to collect and recover money owed to us.
- To Send Periodic Emails: The email address you provide may be used to send you information and updates pertaining to your order or request, in addition to receiving occasional company news, updates, related product or service information, etc.

### Data Sharing and Disclosure

We do not sell, trade, or otherwise transfer to outside parties your Personally Identifiable Information unless we provide users with advance notice. This does not include website hosting partners and other parties who assist us in operating our Website, conducting our business, or serving our users, so long as those parties agree to keep this information confidential. We may also release information when it's release is appropriate to comply with the law, enforce our site policies, or protect ours or others' rights, property, or safety.

### **Data Security**

We adopt appropriate data collection, storage, and processing practices and security measures to protect against unauthorized access, alteration, disclosure, or destruction of your personal information, username, password, transaction information, and data stored on our Website.

### **Your Rights**

You have certain rights regarding your personal information, including:

- **Access and Correction:** You can request access to and correction of your personal information.
- **Data Portability:** You can request a copy of your personal information in a structured, commonly used, and machine-readable format.
- **Deletion:** You can request the deletion of your personal information, subject to certain legal obligations.
- **Objection and Restriction:** You can object to or request the restriction of processing your personal information in certain circumstances.

To exercise these rights, please contact us using the information provided below.

### **Cookies and Tracking Technologies**

We use cookies and similar tracking technologies to enhance your experience with our Services. You can set your browser to refuse cookies or alert you when cookies are being sent. However, if you disable cookies, some parts of our Services may not function properly.

### **Changes to This Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any significant changes by posting the new Privacy Policy on our website and updating the effective date.

### **Contact Us**

If you have any questions or concerns about this Privacy Policy or our privacy practices, please contact us on the 'contact us' form of our website.