

Everything Home Limited

Privacy Policy

Last updated: Version: 1.0, 25th July 2022

Everything Home Limited is a registered private Limited company in England and Wales, under the company number 14095437, and is the data controller for this website.

At Everything Home Limited, we are committed to, and exercise due diligence in, protecting and respecting your privacy.

We process personal information about our customers in ways that comply with current legal and regulatory obligations, being as clear as possible with our customers what personal information we gather and what we do with this information.

This *Everything Home Limited Privacy Policy* document explains how we use the personal information we collect about you, such as when using our website, our services, or when you inquire about our services.

This policy will occasionally be updated, so please check that you are happy with potential changes made before using our services.

By using our website, you are agreeing to the terms of this policy.

Our contact details:

Name: Everything Home Limited

Address: 122 Roundwood, Llanederyn, Cardiff, CF23 9PJ

Mobile: 07312 488489

Landline: 02920 540617

Website: www.everythinghomeltd.co.uk

Email: info@everythinghomeltd.co.uk

The type of personal information we collect:

We currently collect and process the following information:

- Customer **contact information** such as first and last name, postal address, email address, telephone number/s
- Customer **financial information** such as payment methods, credit/debit card details, and bank name, account number, and sort code
- Website user **online identifiers** when accessing and using our website and online material, such as IP address and cookies, using such software as Google AdWords or similar, which may contain personal data. These identifiers by themselves are unlikely to be able to identify you as an individual person, however, and, in any case, are often anonymised. For example, your IP address, on its own, will only identify your computer. However, combining this with other potentially available information could lead to personal identification.
- Website user **statistics and analytics**, using such software as Google Analytics or similar, to monitor how our website is used and how our services and marketing may be improved

Cookies Policy

Cookies are data files stored on your computer, tablet or smartphone that are accessed and edited by Internet servers when you visit and use a particular website, and help websites identify repeat visitors and monitor website traffic.

Cookies can help to display information relevant to you on a website, typically by showing you adverts based on your interests and Internet browsing habits.

Cookies can potentially contain sensitive personal information, such as a username or a password for an account log-in, particularly when log-in details are '*Saved*' or set to '*Remember Me*', which is usually done by a user to facilitate easier logging in each time they visit the same website. Please make sure the website you are using has up-to-date security certificates and sufficient encryption standards, such as by looking for '*https*' in the website URL, not simply '*http*'. For example, <https://www.everythinghomeltd.co.uk>. The '*s*' stands for *secure*.

How we get the personal information and why we have it:

All the personal information we process is provided to us directly by you or a representative that you have appointed or is using our services on your behalf, such as a friend or family member, for one of the following reasons:

- To register you as a customer/website user
- To communicate details of products and services to you
- To deliver our products and services to you
- To update you on relevant changes to our organisation
- To update you on relevant statutory changes that may affect our products/services, or our relationship with you

Under the *UK General Data Protection Regulation* (UK GDPR), the lawful bases we rely on for processing this information are:

(1) Contractual obligation

(2) Legal obligation

(3) Your consent. You can remove your consent at any time, although this will impact our ability to provide you with our services. You can do this by contacting us using the contact details listed at the top of this document under the section "Our contact details".

How we store your personal information:

Your information is securely stored on password-protected dedicated computer software and hardware only accessible to Directors of *Everything Home Limited*, and on a limited number of password and biometrically protected mobile devices, again, only available to company Directors.

All **paper-based information** is converted into electronic format and transferred into password-protected digital format in a timely manner, then securely shredded when no longer needed and sufficient time has elapsed to render the paper versions of the documents redundant.

We keep your **contact information** for a period of 12 months from the last time we provided a service to you or the last time you contacted us. We will then erase all your information from our computer systems and shred all documents pertaining to you.

We keep a record of your **financial information** when using credit/debit cards and bank transfers, and other digital methods of payment, only for as long as is needed to complete a payment or refund for our services. This information is only held electronically and, as such, will be erased from our computer systems when no longer required.

We keep website **online identifiers** for only as long as it takes to generate anonymised usage reports, starting from the date the customer or user *last* used our website or other online services such as online queries or email newsletters, if signed up for by you in the first place.

We keep website **statistics and analytics** data for an indefinite period, since these are anonymised and unable to be tracked back to you personally. This ensures we have as much relevant, non-personally identifiable information as possible in order to help improve our business practises and services we provide.

In a similar vein to the above paragraph, we also reserve the right to anonymise other customer information not gained through our website, such as addresses, in order to help the company gather additional data to help us provide better services. In this specific example, an address would be reduced down to partial post code, covering a wider area than a single street, for instance.

Your 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 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.

The right to **judicial review** – In the event that we refuse your request under rights of access, we will provide you with a reason as to why. If you are not satisfied with this you have the right to complain to the relevant supervisory authority, details of which are listed at the end of this policy document.

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 using the contact information listed at the top of this document in the “Our contact details” section if you wish to make a request.

How to complain:

If you have any concerns about our use of your personal information, you can make a complaint to us in writing using the contact details listed at the top of this document in the “**Our contact details**” section.

You can also complain to the *Information Commissioner’s Office* if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>