

Home to Home Management Ltd customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

Our contact details

Post

Fairways Business Park, Deer Park, Livingston, EH54 8GA, GB

Telephone

01506525082

Email

info@hometohomemanagement.com

What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details
- Addresses
- Date of birth
- Website user information (including user journeys and cookie tracking)

We collect or use the following information for **the operation of customer accounts and guarantees**:

- Names and contact details
- Addresses

- Information used for security purposes
- Marketing preferences

We collect or use the following information for **research or archiving purposes**:

- Names and contact details
- Addresses
- Location data
- Website and app user journey information
- Personal information used for the purpose of research

We collect or use the following information to **comply with legal requirements**:

- Identification documents

Lawful bases

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

- Consent

Our lawful bases for collecting or using personal information for **research or archiving purposes** are:

- Consent

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Consent

Where we get personal information from

- People directly

How long we keep information

Information is held for up to 24 months.

For information on how long we keep personal information, see our retention schedule at

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 data.

Your right to rectification - You have the right to ask us to rectify personal data 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 data in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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29 May 2024