**HOMEFIX**

**PRIVACY POLICY**

We are committed to ensure the privacy and security of customer data. This policy sets out the personal data that we collect from you and how we process it.

***How we collect your personal data***

We collect your personal data when we collect information from you when you interact with us to request a quote or attend your property to do work.

We collect the following information from you when you request a quote or for us to carry out work in your home:

* Your name
* Contact address
* Email address
* Telephone number
* Boiler make and model (if applicable)
* A record of appointments / visits made to you
* Copies of invoices, letters or quotations sent to you

***How we use your personal data***

We will use your personal data for the purposes outlined below:

* When requested by you, to provide you with a quotation for our services
* To send an invoice once work has been completed

***Where is my personal data stored?***

Your data is stored on our customer database. The information held is never shared with a third party or used for marketing purposes. We store this data as long as we reasonable consider necessary to exercise or defend our legal rights and will be retained in line with statutory and regulatory requirements. The criteria used to determine these retention periods includes:

* To comply with the minimum regulatory retention requirements set out by our membership of professional bodies
* To comply with the statutory retention periods for accounting records as set out by HMRC

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