

Privacy and Cookies Policy

Privacy

Any personal data that you submit to Home Assist 365 Ltd via the webform on the contact page of this website, via email or by phone/text message will only be used for the purpose of responding to your enquiry about our services and for contacting you about any subsequent work that we do for you. From time-to-time Home Assist 365 Ltd may contact you about important changes or updates that may be relevant to work that we have undertaken for you. Your details will not be added to any mailing lists and Home Assist 365 Ltd does not carry out any form of direct marketing (excluding pre-arranged and authorised annual service reminders).

We will never share your details with any third parties unless required to do so by law unless these third parties are essential for the operation of our business. These third-party services include, but are not limited to, remote PA's, accountants, call management and booking company, online payment provider, building compliance companies and certificate storage. In all cases you should refer to the Privacy Policy of any such third-party service to see how your data is collected, stored, and processed. Links to these third party privacy policies are available on request from our [Data Protection Officer](#).

Home Assist 365 Ltd may also use social media accounts for communication. You are advised to take care when submitting any personal data via these channels and you should refer to their Privacy Policies for information about how your data is collected, stored, and used by these companies.

Uses of Home Assist 365 Ltd stored data include:

- Day to day management of customers bookings and the delivery of the services requested (including details passed for deliveries)
- General accounting and debt collection
- Online payments
- Registering appliances with building control
- Registering appliances for manufacturer's warranty
- Annual service reminders - SMS, email, telephone, or post (customers permission obtained via booking link as of April 2021)
- Organising work by third party contractors as required
- Providing finance products

Your data will be deleted from our records when it is no longer required (i.e., if the work does not go ahead or is terminated) unless you have consented to receive future communications from us.

If you would like to see what personal data Home Assist 365 Ltd holds about you, if you wish to have it updated or removed then please contact the Data Protection Officer at helpdesk@homeassist365.co.uk.

Read our [Data Protection and Security Policy](#).

Cookies

This site uses the following Google Analytics cookies to collect information about how visitors use our site:

- _utma
- _utmb
- _utmc
- _utmz
- _utmmobile

These cookies collect information, in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.

[Read Google Analytics Privacy Policy here](#)

[You can disable Google Analytics cookies here](#)