

Privacy

We are committed to protecting your privacy.

In general, we will ask you when we need information that personally identifies you or allows us to contact you. For example, personal details will be required when submitting a repairs request form, feedback form, or leaflet request.

The amount of personal information you are required to supply will normally be limited to that which is necessary to supply the service or carry out the transaction you have requested and will be labelled with an asterisk (*). Other information requested i.e. without the asterisk (*) will be optional.

Use of personal information

The personal information we collect from you will be used by us to provide the service or carry out the transaction you have requested or authorised.

We do not sell, trade or rent your personal information to others. We do, however, use other companies to provide limited services on our behalf, such as responsive repairs. Only personal information necessary to deliver the service will be provided to these companies. We will inform them that they are prohibited from using that information for any other purpose.

We may disclose personal information if required to do so by law, in an emergency or in the good faith belief that such action is necessary.

Security of personal information

As required by the UK Data Protection Acts of 1984 and 1998, strict security procedures are followed in the storage and disclosure of information, which you have given, with the purpose of preventing unauthorised access and use of your information.

When sensitive personal information (such as a credit/debit card number, or tenancy reference) is supplied, we will endeavour to ensure that it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol. This is designed to ensure that your information (name, card number or tenancy reference, for example) cannot be read as it travels over the Internet.

Your consent

In using our web site, you consent to the collection and use of this information by both ourselves and our business partners in the ways described above.

Contact information

Our privacy policy represents our commitment to ensuring that your personal information is safe and secure.

If you believe that we have not adhered to this policy, please contact us by email or write to us and we will use all reasonable efforts to promptly determine and remedy the problem.