



Privacy Policy

Our contact details.

Name: Handy Home Force
Contact: Mr G L Stevens
Address: 6 Chapel Close
Leaffield
Witney
Oxon
OX29 9NS
Phone No,: 07843 138908
E-mail: handyhomeforce@outlook.com

The type of personal information we collect

We currently collect and process the following information:

Personal identifiers, contacts and characteristics for example, name and contact details.

Type of work and value quoted or undertaken.

Invoice and payment records.

Date of contact and last contact reason.

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

Most of the personal information we process is provided to us directly by you for one to quote for or to undertake work as requested.

We also receive personal information indirectly, from other sites you have visited and completed their forms. These sites have their own policies to be used in conjunction with this policy. Search websites include for example Yell, Cyclex, Bing, Google, Facebook, etc.,.

We use the information that you have given us in order to fulfill your request for quotation or work to be carried out.

We may share this information with our bank for invoicing purpose and any law enforcement agency if requested for legal reasons.

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

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting handyhomeforce@outlook.com with the subject header "Consent Removal".
- (b) We have a contractual obligation.
- (c) We have a legal obligation.
- (d) We have a vital interest.
- (e) We need it to perform a public task.
- (f) We have a legitimate interest.

Handy Home Force



How we store your personal information.

Your information is securely stored on all of our devices as needed using either a secure password or bio-metric for each device. All our devices, laptops, smartphones etc., are protected by AVG Professional anti virus software.

We keep all data for seven years. We will then dispose your information by deletion of digital data and shredding of paper data.

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 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.

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 at the address shown at the top of this policy 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 at the address shown at the top of this policy.

You can also complain to the ICO if you are unhappy with how we have used your data. Our ICO registration number is ZA784042.

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>



END OF POLICY