



Value Home Solutions

This privacy policy explains how Value Home Solutions (Solutions @ Value Home Ltd t/a Value Home Solutions. Company Number: NI663927) use any personal information we collect about you when you use this website. This includes what you tell us about yourself and the choices you give us about the marketing you want us to send you.

This notice explains what data we collect about you, how it is obtained and what it will be used for. It also tells you about your privacy rights and how the law protects you. Value Home Solutions are committed to ensuring all personal information is processed in line with the General Data Protection Regulations (GDPR).

Our Privacy Promise

We promise:

- to keep your data safe and private
- not to sell your data
- to give you ways to manage and review your marketing choices at any time.

Collection of Your Data

We collect information from you when booking an appointment. Value Home Solutions will ask for the following information: • name • postal address • telephone number

This information allows Value Home Solutions to book your appointment, to contact you in the event of any problems with your request and to also confirm your appointment. This information is shared with our Practical locations that will source and provide your vehicle.

We do **not** sell your information to unrelated third parties.

If paying a deposit, survey fee or final balance and wanting to use card, you will be asked to enter your card payment type, card number, expiry date and CVV number. Sensitive credit card information will never be stored after authorisation.

Retention and Security

We use reasonable measures to safeguard your personal data from theft, unauthorised use, disclosure or modification. We aim to maintain appropriate physical, procedural and electronic safeguards to protect your data. We retain your information for as long as we believe is necessary for the purpose for which it was collected, or as allowed or required by law.



Use of Cookies

What are cookies? Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information visit www.aboutcookies.org or www.allaboutcookies.org. You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser.

How Your Information is Collected and Stored

All personal data is collected directly from the customer in connection with the rental of a vehicle. This information is collected via but not limited to the following:

- Value Home Solutions website
- A phone call made to one our office
- In person at our office
- Information systems – see 'Information Systems' Value Home Solutions do not request, require or process any information obtained via information systems.

Valuehomesolutions.co.uk may contain links to third party websites. We do not monitor or control information when you choose to click to these websites via a link access.

Control of Your Information

You have the right to access, review or update your personal information with us. In certain circumstances you can request rectification or erasure of your personal data. Any request for information must be addressed to: Value Home Solutions Limited, Unit2, Glenville Industrial Estate, Glenville Road, Newtownabbey, BT37 0TU.

To prevent any unauthorised access, we will request for proof of identity before we release this information and we reserve the right to impose certain restrictions and requirements. You can withdraw consent at any time to stop Practical from processing or accessing your information in line with Article 7 of the General Data Protection Regulations – exemptions to certain information apply.

To withdraw consent please contact the address above.

How We Use Your Information

Your information will only be used for the specific purpose it was collected for and will only be kept for a period that is required. Once this period has elapsed your data will be securely deleted and



disposed of. Value Home Solutions use the information collected for the following, but not limited to:

- booking an appointment
- to confirm and verify your identity for fraud prevention
- to invoice and collect any monies owed in connection with your order
- if opted in, to provide you with marketing offers from Value Home Solutions
- to protect the rights and property of Value Home Solutions

Sharing Information for Protective or Legal Reasons

Value Home Solutions may share your personal data for legal reasons as we believe necessary or appropriate, including:

- legally required to or in response to a legal process
- for the detection or prevention of a serious crime
- under applicable law, including laws outside your country of residence
- to process, handle or otherwise respond to claims for damages, including claims or demands for bodily injuries or property damage
- to respond to requests from public or government agencies/authorities, including public and government agencies/authorities outside your county of residence
- to recover our vehicles, equipment or monies due
- to enforce the terms of the rental agreement contract
- to protect our rights, privacy, safety or property and/or that of our subsidiaries, you or others
- to allow us to pursue available remedies or limit damages that we may sustain

Changes

Value Home Solutions reserve the right to change this Policy at any time for any reason by posting revisions on this website. Such changes will be effective upon posting but will not apply retrospectively. Whenever we make a material change we will note the date of such an update in the introductory page above and post a note on the home page of our applicable websites.