

# Hibbert Property Maintenance — Privacy Policy

## Privacy Policy - Hibbert Property Maintenance

### 1. Introduction

This Privacy Policy explains how **Hibbert Property Maintenance** ("we", "us", "our") collects, uses, stores, and protects your personal information when you visit our website or contact us. We are committed to safeguarding your privacy and complying with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

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### 2. Information We Collect

We may collect the following types of information:

#### **Personal Information**

- Name
- Email address
- Phone number
- Address
- Any details you submit through our contact forms

#### **Technical Information**

- IP address
  - Browser type and version
  - Device information
  - Pages visited and time spent on the website
  - Cookies and tracking data
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### 3. How We Use Your Information

We use your information to:

- Respond to enquiries and provide customer support
- Deliver property maintenance services
- Improve website performance and user experience
- Maintain internal records

- Comply with legal obligations

We do **not** sell or share your personal data with third parties for marketing purposes.

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## 4. Legal Basis for Processing

We process your personal data under the following lawful bases:

- **Consent** - when you submit information voluntarily
  - **Contract** - when we need your data to provide services
  - **Legitimate Interests** - improving our website and services
  - **Legal Obligation** - where required by law
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## 5. Cookies and Tracking Technologies

We use cookies to ensure our website functions correctly, improve performance, and analyse visitor behaviour. For full details, please refer to our **Cookies Policy**.

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## 6. How We Store and Protect Your Data

We take appropriate technical and organisational measures to protect your data, including:

- Secure servers
- Encrypted communication
- Access controls
- Regular security reviews

We retain personal data only for as long as necessary to fulfil the purposes outlined in this policy.

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## 7. Sharing Your Information

We may share your information with:

- Service providers assisting in website hosting or analytics
- Professional advisers (e.g., accountants)
- Legal authorities when required

All third parties are required to handle your data securely and in compliance with UK GDPR.

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## 8. Your Data Protection Rights

You have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion of your data
- Object to processing
- Request data portability
- Withdraw consent at any time

To exercise these rights, please contact us using the details below.

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## 9. Links to External Websites

Our website may contain links to third-party websites. We are not responsible for their privacy practices or content.

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## 10. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated revision date.

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## 11. Contact Us

If you have any questions about this Privacy Policy or wish to exercise your rights, please contact us through our website's contact form.