

****Privacy Policy for Nailed It! Property Services****

****Effective Date: January 10, 2026****

Nailed It! Property Services ("Company," "we," "us," or "our") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal data in compliance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other applicable laws. By using our services, website, or providing information to us, you consent to the practices described herein.

If you have questions or wish to exercise your rights, contact our Data Protection Officer at [insert email, e.g., privacy@naileditproperties.co.uk] or [insert address].

****1. Information We Collect****

We collect personal data necessary to provide our property maintenance and repair services. This may include:

- ****Contact Information:**** Name, email address, phone number, postal address.
- ****Property Details:**** Address of the property where services are performed, access instructions, or site-specific information (e.g., hazards like asbestos).
- ****Payment Information:**** Billing details, credit/debit card information (processed securely via third-party providers), bank details for transfers.
- ****Service-Related Data:**** Details about the requested works (e.g., plumbing issues, electrical faults), quotes, contracts, and correspondence.
- ****Technical Data:**** If you visit our website, we may collect IP addresses, browser type, device information, and usage data via cookies (see Section 7).
- ****Marketing Preferences:**** If you opt-in, information for newsletters or promotions.
- ****Sensitive Data:**** Rarely, we may collect health-related data if relevant to safety (e.g., disabilities affecting access), but only with explicit consent.

We collect this data directly from you (e.g., via forms, emails, calls, site visits) or indirectly (e.g., from public records for property verification).

****2. How We Use Your Information****

We use your personal data for legitimate business purposes, including:

- Providing and managing services (e.g., scheduling repairs, sending quotes).
- Processing payments and invoicing.
- Communicating with you (e.g., updates on work progress, emergencies).
- Complying with legal obligations (e.g., tax records, health and safety reporting).
- Improving our services (e.g., analyzing feedback).
- Marketing (only with consent; you can opt-out anytime).
- Preventing fraud or misuse.

We process data based on contractual necessity, legitimate interests, consent, or legal requirements.

****3. Sharing Your Information****

We do not sell your data. We may share it with:

- **Subcontractors and Partners:** Qualified third parties (e.g., electricians, suppliers) to perform services, bound by confidentiality.
- **Service Providers:** Payment processors, IT support, or cloud storage (e.g., Google Workspace), with appropriate safeguards.
- **Legal Authorities:** If required by law, court order, or to protect rights (e.g., HMRC, police).
- **Business Transfers:** In case of merger, acquisition, or sale, data may transfer to the new entity.

We ensure third parties comply with data protection laws and use data only for specified purposes. International transfers (if any) use UK-approved mechanisms like adequacy decisions or standard contractual clauses.

4. Data Security

We implement reasonable technical and organizational measures to protect your data, including encryption, access controls, firewalls, and regular audits. However, no system is infallible; we cannot guarantee absolute security. In case of a breach, we'll notify you and authorities as required by law.

5. Data Retention

We retain data only as long as necessary:

- Service records: Up to 7 years for tax/legal purposes.
- Contact details: Until services end, plus 2 years for follow-ups.
- Payment info: As required by financial regulations.

Data is securely deleted or anonymized when no longer needed.

6. Your Rights

Under UK GDPR, you have rights to:

- Access your data.
- Rectify inaccuracies.
- Erase data (right to be forgotten, subject to exceptions).
- Restrict processing.
- Object to processing (e.g., marketing).
- Data portability.
- Withdraw consent.

To exercise rights, contact us. We'll respond within one month (extendable if complex). No fee usually applies, but we may charge for excessive requests. You can complain to the Information Commissioner's Office (ICO) if unsatisfied.

7. Cookies and Tracking

Our website uses cookies for functionality, analytics, and advertising. Types include:

- Essential: For site operation.
- Analytics: To track usage (e.g., Google Analytics).
- Marketing: For targeted ads.

You can manage preferences via browser settings or our cookie banner. Rejecting cookies may limit site features.

8. Children's Privacy

Our services are not for children under 16. We do not knowingly collect their data without parental consent.

****9. Changes to This Policy****

We may update this Policy; changes will be posted on our website with the new effective date. Continued use constitutes acceptance.

****10. Contact Us****

For queries: Nailed It! Property Services, Freta House, 6 Sutton Place, Billingham. TS23 3BA.
Or via www.NailedItNorthEast.co.uk