

Privacy Policy for OpenFix Ltd

1. Introduction

This privacy policy explains how OpenFix Ltd ("We", "Us", or "Our") collects, uses, and protects personal data when you interact with our services, website, and communications. OpenFix Ltd is the data controller for the personal information you provide through the website openfix.co.uk and any related services.

We are committed to safeguarding your personal data in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. What Data We Collect

We collect personal information that you voluntarily provide to us when you:

- Request a service or a quote
- Purchase one of our plans
- Create an account on our website
- Contact us for support or enquiries
- Subscribe to our communications
- Use our website, where we collect data such as IP addresses, browser type, time zone, and usage information.
- We carry out a repair or a service to your property.

The types of personal information we may collect include:

- Full name, email address, phone number, and postal address of you and anyone who is authorised to manage your plan
- Property information such as property type, boiler and system information.
- Payment details (such as credit/debit card information), though we do not store this data directly
- Account information, including login details and preferences
- Any other information you provide through communications with us

3. How We Use Your Data

We process personal data for the following purposes:

- **Service Delivery:** To manage your account, process transactions, provide requested services, and communicate with you regarding your plan or service.
- **Customer Support:** To respond to your enquiries, address complaints, and track repair and servicing completion.
- **Improving Our Services:** We use data to analyse usage patterns, customer preferences, and service issues to enhance the functionality of our website and services.

- **Legal Compliance:** To comply with legal obligations such as tax, fraud prevention, and accounting regulations.
- **Marketing:** With your consent, we may send you marketing communications about our services, including special offers or updates. You can withdraw your consent at any time.

4. Cookies

Our website uses cookies to collect data about how you interact with our site. Cookies help us to:

- Recognise your device and preferences for future visits
- Improve site functionality and security
- Measure the effectiveness of our content and marketing

You have control over your cookie settings, and you can manage them via your browser. If you disable cookies, certain parts of our website may not function correctly.

5. Sharing Your Data

We may share your personal information with trusted third parties for the following purposes:

- **Service Providers:** Third-party engineers, subcontractors, and other service providers who help us deliver the service, including customer support, payment processing, and system maintenance. These parties are bound by confidentiality agreements.
- **Legal and Regulatory Compliance:** We may disclose personal information if required to do so by law, or in response to legal processes such as court orders or government investigations.
- **Business Transactions:** If OpenFix Ltd undergoes a business transition such as a merger, acquisition, or sale, personal information may be transferred as part of that transaction.

We do not sell or rent your personal data to any third parties for marketing purposes.

6. International Data Transfers

Some of our service providers are located outside the UK or the European Economic Area (EEA). When personal data is transferred outside these regions, we ensure that adequate safeguards are in place, such as Standard Contractual Clauses (SCCs), to protect your data in accordance with the UK GDPR.

7. Data Security

We take appropriate measures to protect your personal data from unauthorised access, disclosure, or loss. This includes implementing secure server environments, encrypted communication channels, and limiting access to personal data to authorised personnel only.

While we strive to protect your data, no method of transmission over the internet or electronic storage is 100% secure. We cannot guarantee the absolute security of your data, but we will notify you of any data breach in accordance with applicable law.

8. Data Retention

We retain personal data only as long as necessary to fulfil the purposes outlined in this privacy policy or as required by law. For instance:

- Transaction records will be kept for at least 6 years in accordance with tax laws.
- Call recordings are kept for 12 months.
- Backup and security data are stored for up to 24 months post-termination of services.

9. Your Rights

Under the UK GDPR, you have the following rights regarding your personal data:

- **Access:** Request a copy of the personal data we hold about you.
- **Correction:** Ask us to correct inaccurate or incomplete information.
- **Deletion:** Request that we delete your data when it's no longer needed, unless retention is required by law.
- **Restriction:** Request a restriction on the processing of your data.
- **Objection:** Object to the processing of your data for certain purposes, such as direct marketing.
- **Data Portability:** Request to receive your data in a structured, commonly used, and machine-readable format.
- **Withdrawal of Consent:** You can withdraw your consent for us to process your personal data at any time.

If you wish to exercise any of these rights, please contact us at dpo@openfix.co.uk. We may ask for proof of identity before processing your request.

10. Complaints

If you believe your data protection rights have been violated, you have the right to lodge a complaint with the UK Information Commissioner's Office (ICO). Contact details for the ICO can be found on their website at www.ico.org.uk.

11. Changes to This Policy

We may update this privacy policy from time to time in response to changes in our business practices, legal requirements, or other factors. Any changes will be posted on our website, and we encourage you to review this policy periodically.

If you have any questions regarding this privacy policy, please contact us at:

Data Protection Officer

OpenFix Ltd

[Your Address]

Email: dpo@openfix.co.uk