

# Privacy Policy

## 1. Who we are

LHS Handyman Services (“LHS”, “we”, “us” or “our”) provides handyman, property maintenance, home improvement, technology and digital landline support, business support and related services. This Privacy Policy explains how we collect, use, store and protect personal information.

## 2. Information we may collect

We may collect information such as your name, address, telephone number, email address, property/job details, photographs supplied for a job, quote and invoice information, payment records, correspondence, booking information and information you provide through our website, enquiries, email, telephone, messaging services or other contact methods.

## 3. How we use your information

We use personal information to respond to enquiries, provide quotes, arrange and carry out work, manage bookings and customer records, issue invoices and record payments, communicate with customers, provide customer support, keep appropriate business records, deal with complaints or disputes, comply with legal obligations and protect our business and customers.

## 4. Lawful bases

Depending on the purpose, we rely on lawful bases including taking steps at your request before entering into a contract, performing a contract, complying with legal obligations, pursuing legitimate interests and, where required, obtaining consent. Where we rely on consent, you can withdraw it at any time.

## 5. Sharing information

We do not sell personal information. We may share information where reasonably necessary with service providers who help us operate the business, payment providers, professional advisers, insurers, relevant authorities or other parties where required by law or necessary to protect our rights. Where third parties process information for us, we expect appropriate confidentiality and security arrangements.

## 6. Payments

Payment information may be processed by the relevant payment provider. LHS does not need to store full card details where these are handled directly by the payment provider. Payment records may be retained as part of our business and accounting records.

## 7. Website, app and digital services

Our website and any LHS digital systems may process information submitted by customers or users. Where third-party services are used, their own privacy and cookie policies may also apply. Our separate Cookie Policy explains the use of cookies and similar technologies on the website.

## **8. Photographs**

Where photographs are taken or supplied in connection with a job, they may be used for job records, before-and-after records, quotations, evidence of work and customer service. We will not use identifiable customer or property photographs for public marketing without an appropriate lawful basis and, where required, consent.

## **9. How long we keep information**

We keep personal information only for as long as reasonably necessary for the purpose for which it was collected, including applicable legal, tax, accounting, insurance and dispute-resolution requirements. When information is no longer required, we will securely delete or dispose of it where appropriate.

## **10. Keeping information secure**

We take reasonable technical and organisational measures to protect personal information against unauthorised access, loss, misuse, alteration or disclosure. No method of transmission or storage is completely secure, so we cannot guarantee absolute security.

## **11. Your rights**

Subject to applicable law, you may have rights to request access to your personal information, correction of inaccurate information, deletion, restriction of processing, objection to certain processing, and data portability. Where processing is based on consent, you may withdraw consent. Requests can be made using the contact details below.

## **12. Complaints**

If you have concerns about how we use your personal information, please contact us first so that we can try to resolve the matter. You also have the right to complain to the Information Commissioner's Office (ICO).

## **13. Contact details**

Privacy enquiries should be directed to LHS Handyman Services. Business location: Merthyr Tydfil, South Wales. Phone: 07347 397374 | Email: [info@lhshandyman services.co.uk](mailto:info@lhshandyman services.co.uk) | Website: [www.lhshandyman services.co.uk](http://www.lhshandyman services.co.uk).

## **14. Changes to this Privacy Policy**

We may update this Privacy Policy when our business, services, technology or legal requirements change. The latest version will be made available on our website. We recommend reviewing it periodically.

Accessibility: Having trouble accessing a policy or document? If, for any reason, you are unable to access any of our policies or documents, please contact LHS Handyman Services and we will provide an accessible copy by an alternative method.