

Privacy Policy – EAA Home Solutions

We respect your privacy and are committed to protecting your personal data. This policy explains how we collect, use, and safeguard information when you use our website and services.

1. Information We Collect

- Personal details you provide (e.g. name, phone number, email, address) when contacting us or requesting services.
- Technical data such as IP address, browser type, and cookies when you use our website.
- Service information related to bookings, quotes, or contracts you agree with us.

2. How We Use Your Data

We process your information to:

- Provide and manage our services.
- Respond to enquiries and send quotations.
- Improve our website and user experience.
- Send updates, offers, or important service notices (only if you consent).

3. Sharing Your Data

We will never sell your data. We may share it only with:

- Trusted service providers who assist us (e.g. IT hosting, payment processing).
- Regulatory or legal authorities, if required by law.

4. Cookies

This website uses cookies to improve functionality and monitor usage. You can disable cookies in your browser settings, but some site features may not work correctly without them.

5. Your Rights (UK GDPR)

You have the right to:

- Access, correct, or delete the personal data we hold about you.
- Withdraw consent for marketing at any time.
- Complain to the UK Information Commissioner's Office (ICO) if you believe we

are mishandling your data.

6. Data Security & Retention

We take appropriate technical and organisational measures to protect your data. We retain personal information only as long as necessary to provide services or meet legal requirements.

7. Contact Us

For questions about this policy or to exercise your rights, please contact:

EAA Home Solutions