At Domestic & Genial Repairs, we are committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store, and disclose your personal information when you use our services. We comply with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018, which regulate the processing of personal data in the United Kingdom. Please read this Privacy Policy carefully to understand our practices regarding your personal information.

1. Information We Collect

1.1 Personal Information: We may collect and process the following personal information about you:

* Contact information (such as your name, address, email address, and phone number).
* Service and repair-related information (such as details about your appliance, the repair requested, and any relevant diagnostic or troubleshooting information).
* Payment information (such as credit card or other financial information) when you make a payment for our services.

1.2 Non-Personal Information: We may also collect non-personal information, such as anonymized and aggregated data, for statistical purposes to improve our services.

1. How We Use Your Information

2.1 We use your personal information for the following purposes:

* To provide and maintain our services, including scheduling repairs and communicating with you about the status of your repair.
* To process payments for our services.
* To communicate with you, including responding to your inquiries and providing customer support.
* To improve and enhance our services, including troubleshooting technical issues and analyzing usage patterns.
* To comply with legal and regulatory obligations.

2.2 We will only use your personal information for the purposes outlined in this Privacy Policy or as otherwise communicated to you at the time of collection.

1. Data Sharing and Disclosure

3.1 We may share your personal information with third parties in the following circumstances:

* With our service providers who assist us in delivering our services, such as payment processors or IT support providers.
* When required by law or in response to a valid legal request, including to comply with applicable laws, regulations, or court orders.
* In connection with a merger, acquisition, or sale of all or a portion of our business, where your personal information may be transferred as part of that transaction.
* With your consent or at your direction.

3.2 We will not sell, rent, or lease your personal information to third parties for their marketing purposes without your explicit consent.

1. Data Security

4.1 We take the security of your personal information seriously and have implemented appropriate technical and organizational measures to protect it against unauthorized access, loss, or alteration. However, please be aware that no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

1. Your Rights

5.1 You have certain rights regarding your personal information, including:

* The right to access and receive a copy of the personal information we hold about you.
* The right to rectify any inaccurate or incomplete personal information.
* The right to request the erasure of your personal information, subject to applicable legal requirements.
* The right to restrict or object to the processing of your personal information in certain circumstances.
* The right to withdraw your consent at any time, where we rely on consent as the legal basis for processing your personal information.
* The right to lodge a complaint with the Information Commissioner's Office (ICO) or other relevant data protection authority.

1. Data Retention

6.1 We will retain your personal information for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law.

1. Changes to This Privacy Policy

7.1 We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. Any changes we make will be posted on our website, and we encourage you to review this Privacy Policy periodically for the latest information.

1. Contact Us

8.1 If you have any questions or concerns about this Privacy Policy or our privacy practices, please contact us at [insert contact information].

By using our services, you acknowledge that you have read and understood this Privacy Policy and agree to the collection, use, and disclosure of your personal information as described herein.