

V. PRIVACY AND DATA PROTECTION POLICY

1. In providing our service and fulfilling our contractual obligations to you we use electronic means to communicate with you, plan the delivery of our service, track the service provided, store information gathered from you and in connection with our accounting. This allows us to provide the level of service we do at a reasonable cost.

This is the essential information and an overview of our Privacy and Data Protection policy. It covers how we process your data and uphold the eight rights described on these webpages published by the Information Commissioner's Office:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

2. The data gathered by us is collected from you and solely for the purposes of:
 - i. furthering the marketing of our services, which always includes an opportunity to opt out of these communications
 - ii. providing the service, we have been contracted us to provide, or
 - iii. engaging others to assist us to provide our services,

and is limited to an appropriate selection of the following: name, date of birth, postal address, email address, phone numbers, information in respect of accessing your property including codes and combinations. Where you have provided us with any, or all the following: your bank details, proof of address and ID we may hold these electronically, including any copies we may have made. Where you, we, your Service Provider, our employees and contractors may provide photographs, instructions or diagrams which are, or have been relevant to delivering the service provided by ourselves or others, these will be held electronically.

3. Our website janahelps.co.uk is operated by JH System Management Limited registered in England 09325093 at 128 City Road, London EC1V 2NX who process the data and are the controller of data gathered by Jana Helps and is registered by the Information Commissioners Office ZB531625.

4. Sharing your information:
- i. We only share carefully selected (specifically excluding any payment information) clients' data with your Service Provider, our employees and contractors.
 - ii. We do not share any data with third parties other than as the law requires along with companies whose systems/services assist us with marketing, finance and operations, including Google Ads, Google Analytics, Square, Stripe, Netlify, Brevo, Textmagic and where appropriate our insurers or their agents.
 - iii. Nor do we use automated decision-making, including profiling.
 - iv. We do not store bank or card details, other than in the form you may have communicated them to us.
 - v. Bank, card and some personal details may be entered either by you or us into bank or payment providers applications for the purpose of effecting payments. These providers are regulated by the Financial Conduct Authority.
5. All our employees and Service Providers have undertaken to respect the privacy of you, your family and business. Should we hold keys they will ring your bell or knock on your door. Only then, if unanswered will they enter your property using any keys, keybox and alarm codes provided.
6. You have the right at any time to withdraw your consent for us to process your data, request rectification, erasure or restriction. Requests regarding your data will be processed within 30 days by the Data Controller:

datacontroller@janahelps.co.uk

Further you have the right to complain to the Information Commissioners Office

<https://ico.org.uk/>

7. Data is stored within the UK, EU or US on computers managed by the data controller. We also have backups of such data which are securely held by third parties contracted to us namely dropbox.com, justhost.com, jotform.com, DocuSign.com. id123.io, microsoft.com and hostingheroes.co.uk these backups may be stored either inside or outside the UK, US or EU.
8. Data is retained for a minimum of eight years after any business relationship between us concludes.