

Privacy Policy for Friendly Handy

The name Friendly Handy® is a registered trademark. Please note that we make sure that our rates are 100% transparent. We also provide free quotes for larger jobs, with the minimum booking being one hour. We then charge for every hour after that.

We have one hour-minimum rates for cleaners, plumbers, carpenters, locksmiths, electricians and handymen. Our “early bird” slots run from 7am until 8am, and are again, one hour minimum. Please note that if you do book an early bird slot then we are not able to carry out work that could cause any kind of nuisance to your neighbours.

Specialist carpentry work happens to include hanging doors, laying down flooring, sash cords and bespoke shelving. Parking is charged at cost, along with congestion fees. Materials have a surcharge of +25% and sub-contractors are also at a +25% charge. Sourcing materials comes with a £20 fee and if our team arrive and are not able to carry out the work as of no fault of our own then the minimum charge will be applied. This is £36 for a handyman or £40 for a plumber, electrician or other related specialist. The charge for a cleaner is £20. For any fixed-rate bookings, that are scheduled after 6pm on a weekday or at any time on Sunday, we do reserve the right to charge the total estimated value.

Cancellation Policy

If you need to cancel or reschedule a booking that has been confirmed, then you will need to give us 48 hours’ notice. If you don’t then you will be subject to a £20 late charge.

Privacy Policy

Friendly Handy® respect your privacy and are committed to taking the necessary steps to protect your personal data.

Purpose of This Policy

This privacy notice aims to show you how Friendly Handy® collect and process data through our website, when you purchase a service or when you sign up to our newsletter. This website is not for children and we will never knowingly collect data that pertains to children.

It’s important that you read this privacy notice along with our terms and conditions. This will make you aware of how we process personal data and also how we use it.

Controller

Friendly Handy® is the controller. We are responsible for your personal data and are hereby known as “Friendly Handy®”, “we” or “us”. If you have any questions at all regarding our services, then please do get in touch with us.

Third-Party Links

It’s possible that our website includes links to other websites, plug-ins or applications. Clicking on these links will possibly allow third parties to collect or even share data about you. Friendly Handy® are not responsible for these companies. They should have their own privacy statements and these are the rules that you should follow. When you leave our site, we strongly encourage you to take the time to read through the privacy notice of any other site that you visit.

The Data We Collect

Personal data or even personal information includes any information in which a person could possibly be identified. It does not include anonymous data at all. It's possible that we will collect, store, transfer or even use different kinds of data about you. This could include identity data such as your first and last name. It may also include data such as your delivery address, telephone number, billing address or even email address. Financial data pertains to anything that could include your payment card details or bank account details. Transaction data means any data that includes payments that you have sent or even details regarding what you have purchased from us.

Another type of data we may collect includes technical data. This can include your login data, the browser you are using, your IP address, time zone setting, plug-ins, operating system, platform and any other technological data that translates to how you use or how you access our site. Profile purchase data includes any information regarding your feedback, survey responses or even preferences. Usage data is essentially how you use our site or services, and marketing/communication data will be anything that is relevant or anything regarding the preferences of how you use our site. This will be done in accordance to the law.

We may collect and share aggregated data. This is demographical or statistical data. We use this for a large range of purposes, but it is not considered to be personal data. It does not indirectly reveal your identity. We do not collect any special category personal data about you, which includes your race/ethnicity, philosophical beliefs, religious beliefs or even sexual orientation. It also includes political opinions and any trade unions that you are part of. We also don't include any personal data regarding your crimes or convictions.

If you Fail to Provide Data

In some instances, we will need to collect data by law. We may also need to collect data under the contract that we have with you. If you do not provide us with this data, then we might not be able to collect the information that we need from you. In this instance, We may need to cancel the product or even the service that you have requested. If this is the case, we will notify you.

How is your Data Collected?

We use a lot of different methods to collect your data. This includes through direct interaction, when you apply for our services, if you subscribe to a publication or even if you request that marketing material is sent to you. We may receive data from analytical providers such as Google, or any advertising networks that are within the EU. We may also collect contact, transaction and financial data from delivery, technical or payment services that are both in and outside the EU.

How we Use your Data

Here at Friendly Handy®, we will only ever use your data in a way that the law allows. Most of the time we will use it to perform or fulfil the contract that we have agreed to. We may also use it for the legitimate interests of a third party.

Where we Need to Comply with Regulations

Legitimate interest essentially means the interest of our business and the way that we conduct it. We always want to make sure that we provide the best service possible while also offering a secure experience. We do not use your data for activities where our own interests are overridden by the impact that it is going to have on you. If you want to find out more about how we assess our own legitimate interests, then you can easily contact us.

Performance of contract means that we process your data and collect where necessary in order to fulfil or process a contract. We do not rely on any kind of consent from a legal point of view when it comes to third party marketing. You do however have the right to withdraw your consent at any time by getting in touch with us. This privacy notice is based on the processing of direct marketing data on the grounds of any form of legitimate interest.

Third-Party Marketing

We will always get your consent before any of our team share any of your personal data with any company outside our group for marketing purposes. You can ask for us to stop passing on your information at any time by contacting us. If you do opt out of these messages then this will include your personal information, transactional data and any other type of information. If you do not want us to pass on your data then you might also want to remove your preferences from other services that operate in the UK. This includes the TPS, CTPS and MPS. These will help you to stop yourself from receiving any unsolicited marketing messages, but you should note that they will not stop any marketing preferences that you have not opted into.

Marketing

We always like to make sure that we provide you with a large amount of choice when it comes to your personal data and regarding marketing and advertising too. We might use your technical, profile data, usage and contact data in order to form a view on what we believe you might want or need. This is how we determine whether certain products or services are going to be of interest to you. You will receive marketing communicational letters or emails from us if you have requested it or if you have purchased from us in the past. It may be that you have entered a competition or even that you have not opted out of marketing.

Cookies

You can easily set your browser so that it will refuse all cookies, or so that it alerts you if a set website does need to display cookies. You should note that some parts of our website might become inaccessible. This also includes it not functioning if you don't allow cookies.

Change of Purpose

We will only ever use your personal data for the reasons we state. We may reasonably consider that we need to use it for another purpose, but we will only ever do this if it is compatible with the original purpose. If you do want to get an explanation of how the processing for the new purpose is compatible with the original, then we will ask you to contact us so that we can explain the issue further. If we do happen to use your personal data for any purpose that is not related, then you can count on us to notify you and we will also explain the legal basis in which we are allowed. You should take note that we may process your personal data without having your consent or knowledge. We will only ever do this in compliance with the rules above as this is required by law.

Disclosure

There may be situations where we need to share your personal data. This could be with third parties or even with contractors. We may sell, transfer or merge different parts of our business or our assets in the future or we may seek out other businesses and combine our services with them. If we do happen to change any aspect of our business, then it's possible that the new business owners may use the personal data that they have for you in ways that are set out in this privacy notice. We do require all third parties respect the security of your data and that they also treat it in accordance to the law too. We do not allow any of our third-party services to use their data for their own personal

purposes and we only permit them to use the data for very specific purposes. We also make sure that this is done in accordance to our own instructions. We will never transfer your data outside the EU.

EEA

We want to make sure that your data is protected and that is why we will always follow the rules as listed above. This is otherwise known as being binding corporate rules. If you want to find out more about this then you can easily view the European Commission- Binding Corporate Rules

Data security

We have made the effort to put various security measures in place. We believe that this stops your personal data from being lost, accessed in any unauthorised way or even disclosed. In addition to this, we will always do our best to limit the amount of access agents, contractors and other third parties have to your data. They only process your personal data upon our instruction and even then, they are subject to confidentiality.

We have put in place procedures that will help us to deal with any potential data breach and we will always notify you of a breach where required.