

Privacy Policy

This privacy policy is here to protect your privacy. This policy sets out how Acute Homes is permitted to use any information that you provide when you use <https://acutehomes.co.uk>. It also defines details of how we as a company work to protect this information from being misused or abused.

1. Privacy

Acute Homes is committed to ensuring that your privacy is protected. Our Lawful Basis for processing is Contract and Legitimate Interest. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement. We may change this policy from time to time by updating this web page. You should check this page regularly to ensure that you are happy with any changes.

2. What We Collect

We may collect the following information:

- User's name, company name and VAT number.
- Contact information including postal address, e-mail address and telephone number.
- Other information relevant to online quotations, quotation requests, work carried out.

3. What We Do With Information

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Answer callback requests made through the website.
- Send emails for quotations made through the website.

4. Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

5. Cookies

Like most all website's acutehomes.co.uk uses cookies. By using Acute Homes online Services, you agree to our use of cookies as described in this privacy policy and in our cookie policy. A cookie is a very small file which stores modest amounts of data to your computer's hard drive. This information is specific to a particular user/client, browser and a specific website. For more information on cookies, what they are, how they work and how you can manage and control the cookies that are stored to your computer.

Unless it is required for navigation, a feature or specific function on our website that you are using, we will warn you that the given optional functionality requires the use of cookies. Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

In summary, cookies help us to improve user experience when on our website and provide you with a better website. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website. For more information you can visit our managed cookie page.

6. Links To Other Websites

Our website may contain links to other websites of interest, which we feel maybe useful. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be held responsible for the protection and privacy of any information, which you provide whilst visiting these websites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy policy applicable to the website in question.

Why You Receive E-mails From Acute Homes

You could receive emails from Acute Homes for the following reasons:

- In reply to an e-mail that you have sent.
- Regarding a quote or order you have made with Acute Homes.

7. Controlling Your Personal Information

You may choose to restrict the use of your personal information in the following ways:

- You can contact us at anytime to ask about what information we hold on you and what we use it for. (see Data Protection Act 1998 below)

We will not disclose, sell, distribute or lease your personal information to third parties unless:

- We are required to fulfill your order by passing your delivery details to couriers / suppliers.
- We gain your express permission in advance, by way of a separate signed agreement.
- We are required to do so by law (i.e. under a court order).

8. Data Protection Act 1998

You may request details of personal information, which we hold about you under the Data Protection Act 1998. If you would like a copy of the information held on you, please write to;

Acute Homes
Harwell Innovation Centre
Building 173
Curie Avenue
Didcot
Oxfordshire
OX11 0QG

Or you can e-mail: **kate@acutehomes.co.uk**

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address / e-mail address. We will promptly correct any information found to be incorrect.

This notice was last updated on 25/04/2018.