

Privacy policy

We absolutely respect your privacy. The Company does not sell, trade or share personal information with organisations or individuals not connected with the Service. This section explains what information is stored and how it is used. It should be read in conjunction with our [User Agreement](#) and [Payment Terms](#).

1. Information that we collect and store

We only collect, store or use information that we consider necessary for the purpose of providing the best service possible to all of our members. You are free to browse our website without providing any personal information to us.

Customers who wish to find an Installer must register and provide us with their name and contact details. We ask Installers for further information including the technologies that they supply and working preferences. We store this information on our secure server.

We also hold all information related to specific Job requirements, including the Job description, technology required, start date, any quotes provided and all updates, communications and ratings in connection with the Work.

For quality control and training purposes, we may monitor or record your communication with our support team.

2. How we use this information

We check the accuracy of the information that you provide on registration and remind you of your obligations to provide accurate information to us as set out in clause 5 of our [User Agreement](#). We may use the contact information you provide to contact you via email, post or telephone regarding your survey, or any other matter that we consider relevant to your use of our Service.

We forward anonymous details of a Job request to a limited number of suitable Installers. In the event that an Installer agrees to quote then contact information is forwarded to the Customer and Installer concerned. In addition any ratings and comments from Members in relation to historic jobs are available for all Members and non-Members to see at any stage in the Work process.

We may use any information we collect about you, including any information we may have obtained from your use of the Service, to resolve disputes, provide customer support, troubleshoot problems and enforce our [User Agreement](#) and policies. We may look across multiple users to identify problems or resolve disputes. In the unlikely event that fees remain unpaid on a Member's account, we may pass your business information to a credit recovery company.

We may disclose your personal data if we are compelled to do so by law, or in response to a valid, legally compliant request by a law enforcement or governmental authority. We may also disclose aggregated demographic and profile data (in which neither you nor any other individual is identified) to our commercial and marketing partners.

3. Security measures

To prevent unauthorised access, maintain accuracy of our records and to ensure proper use and protection of Your Information, we have put appropriate physical, electronic and managerial procedures in place.

We cannot guarantee the security of any information or data which is transmitted over public or third party networks. Please note: you must ensure that your password remains secret.

4. Cookies

This website uses cookies to identify repeat visitors. We protect your privacy by only storing a simple ID number and token string that is only meaningful to this website. Your personal details, such as your name or

phone number, are not stored in a cookie. You may set your computer browser to reject cookies but this may preclude your use of certain parts of the Service.

5. Retention of your information

We will retain your personal information only as long as is necessary for the purposes to which you consent under this Privacy Policy, after which we will delete it from our systems.

6. Access to information

Please [contact us](#) if you would like to know what information we are storing about you. We may ask for proof of identity before providing you with any information requested and reserve the right to refuse to provide information if identity is not established.

Any changes to this policy will be posted on this Website. If you have any further comments or questions regarding this agreement, our [User Agreement](#) or [Payment Terms](#) then please contact us.