

HRoes – Privacy Policy

At HRoes Limited, we value your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, and protect your personal data when you use our services, visit our website, or interact with us. By using our services, you consent to the practices described in this policy.

Our Representative and Data Protection Officer

Our data protection officer and representatives are available at the address at the foot of this page but can also be reached via email at dataprotection@hroes.co.uk.

Information We Collect

- **Personal Information:** We may collect personal information, such as your name, contact information (email address, phone number), and other identifiers that allow us to identify or contact you.
- **Billing Information:** If you make purchases, we may collect billing information, such as your billing address and payment card details.
- **Usage Data:** We may collect data related to your usage of our services, including your interactions, preferences, and settings.
- **Device Information:** We may collect information about the devices you use to access our services, including device type, operating system, and browser.
- **Log Data:** We may collect server log information, which may include IP addresses, browser types, referring pages, and other technical data.
- **Cookies and Similar Technologies:** We may use cookies and similar technologies to collect information about your browsing behavior, preferences, and patterns. Please review our Cookie Policy for more details.

How We Use Your Information

- **Service Provision:** We use your personal information to provide you with our services, fulfill your requests, and deliver relevant content.
- **Communication:** We may use your contact information to communicate with you, respond to inquiries, and provide updates.
- **Billing and Transactions:** We use billing information to process payments, invoicing, and other financial transactions.
- **User Experience:** We use data about your usage and preferences to personalize your experience, improve our services, and enhance user satisfaction.
- **Security:** We use data to maintain the security of our services, protect against fraudulent activities, and ensure compliance with legal obligations.
- **Marketing:** With your consent, we may use your data for marketing purposes, including sending promotional materials and newsletters. You can opt out at any time.

Information Sharing

We do not sell, trade, or rent your personal information to third parties. However, we may share your data with:

- Service Providers: We may share data with third-party service providers who assist us in delivering our services.
- Legal Compliance: We may disclose information as required by law or in response to legal requests, including to protect our rights, privacy, safety, or property.

Your Rights

You have certain rights regarding your personal data:

- Access: You can request access to the personal data we hold about you.
- Rectification: You can request corrections to inaccuracies in your data.
- Erasure: You can request the deletion of your personal data.
- Data Portability: You can request a copy of your data in a machine-readable format.
- Opt-Out: You can opt out of marketing communications and cookies.

To exercise these rights or inquire about your data, please contact us using the information provided below.

Data Security

We employ security measures to protect your data. However, no method of transmission over the internet or electronic storage is completely secure. We cannot guarantee absolute security.

Changes to this Privacy Policy

We may update this Privacy Policy from time to time. Updates will be posted on this page, and the "Last Updated" date will reflect the changes. Please review this policy periodically.

Contact Information

If you have questions or concerns about this Privacy Policy or your personal data, please contact us at:

HRoes Limited
One City West
The Blvd
Leeds
LS12 6NJ

Contact number: 0330 127 3938
customersuccess@hroes.co.uk