

Security

Security of communications and transactions over the internet is an important concern for both us and You, our customers. Protecting our customers' and our company's information technology systems is always a priority at MyMaintenance™.

What security do we have?

To protect your personal Information MyMaintenance™ will use high-level SSL (Secure Sockets Layer) encryption technology for any online payments. It encrypts all of your personal Information, including credit card number, name, and address, so that it cannot be read as it travels over the Internet. On our pages where you submit payment Information, you will be able to see that you are in a secure, encrypted mode, by noticing that in Internet Explorer a padlock icon appears on the status bar and in Netscape the security lock icon on the button bar and on the bottom of the page is now locked. Once in this secure mode any information you send to us is encrypted and kept confidential during its transmission.

You should always take care that this icon is shown on Your browser when You enter any confidential information.

What can I do to maximise security?

To make sure your data is as secure as possible you should follow these guidelines:

- Ensure your browser connects using 128 bit SSL encryption.
- Never leave your computer unattended.
- Change your PC login password regularly, at least once every six months is recommended.
- Ensure you use a reputable Internet Service Provider.

Privacy policy

MyMaintenance Ltd ('we', 'our' or 'us') is committed to protecting the privacy of our users and customers. This privacy policy ('Privacy Policy') is intended to inform you how we gather, define, and utilise personal information such as your:

- Name
- Address
- Home telephone number
- Date of birth
- Payment details (Direct Debt, credit/debit card number)
- Property type
- Information in your property folder
- Email address
- Mobile number(s)

(together, the 'Information').

It is also intended to assist you in making informed decisions when using our website and our products and services. Please take a minute to read and understand the policy.

Your personal Information will be held and used in accordance with the Data Protection Act 1998 (the 'Act'). If you want to know what information we collect and hold about you, please write to us at:

MyMaintenance Ltd

26 Chalybeate St., Aberystwyth, SY23 1HX

MyMaintenance Ltd is the data controller of your Information for the purposes of the Act.

What information do we collect?

When you visit our website you may provide us with two types of information:

1. Personal Information you provide to us on an individual basis during Registration, as described above. In addition, if you choose to correspond with us by email, we may retain the content of your email messages together with your email address and our responses.
2. Website use information collected as you and others browse our website.
3. Data we have collected to populate and update your property folder.

We maintain the highest standards of security, encrypting your information using Secure Sockets Layer SSL, 128 bit encryption services; however even with this the transmission of information via the internet is not completely secure. So, whilst we will do our best to protect your Information, we cannot ensure the security of your data transmitted to our Website. Any transmission is at your own risk. Once we have received your Information we will use strict procedures and security features, storing your information on our secure servers to prevent unauthorised access.

Similar to other commercial websites, our Website utilises a standard technology called 'cookies' (see the explanation below, 'What are Cookies?') and web server logs to collect information about how our Website is used. Information gathered through cookies and web server logs may include the date and time of visits, the pages viewed, time spent at our Website, and the websites visited just before and just after our Website.

What are cookies?

A cookie is a very small text document, which often includes an anonymous unique identifier. When you visit a website, that site's computer asks your computer for permission to store this file in a part of your hard drive specifically designated for cookies. Each website can send its own cookie to your browser if your browser's preferences allow it, but (to protect your privacy) your browser only permits a website to access the cookies it has already sent to you, not the cookies sent to you by other sites.

How do we use information we collect from cookies?

As you browse on our Website, the Website uses its cookies to differentiate you from other users in order to prevent you from seeing unnecessary advertisements or requiring you to log in more than is necessary for security. Cookies, in conjunction with our web server's log files, allow us to calculate the aggregate number of people visiting our Website and which parts of the Website are most popular. This helps us gather feedback in order to constantly improve our Website and better serve our customers. Cookies do not allow us to gather any personal information about you and we do not generally store any personal information that you provided to us in your cookies.

How do we use the information that you provide to us?

We use your Information in the following ways:

- To ensure that content from our Website is presented in the most effective manner for you and your computer
- To notify you about any changes to our service.
- For the purpose of administering your account, property folder, training and statistical analysis.
- Understanding our performance and service levels from the survey data you send back to us.

How do we protect your information?

Email is not recognised as a secure medium of communication. For this reason, we request that you do not send private information to us by email. Some of the information you may enter on our Website may be transmitted securely via Secure Sockets Layer SSL, 128 bit encryption services. Pages utilising this technology will have URLs that start with HTTPS instead of HTTP. Please contact us if you have any questions or concerns.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

How can you access and correct your information?

You may request access to all your Information that we collect online and maintain in our database by emailing us.

What about other websites linked to this website?

We are not responsible for the practices employed by websites linked to or from our Website nor the information or content contained therein. Often links to other websites are provided solely as pointers to information on topics that may be useful to the users of our website.

Please remember that when you use a link to go from our Website to another website, our Privacy Policy is no longer in effect. Your browsing and interaction on any other website, including websites which have a link on our Website, is subject to that website's own rules and policies. Please read over those rules and policies before proceeding.

Your consent

By using our website you consent to our collection and use of your Information as described in this Privacy Policy. If we change our privacy policies and procedures, we will post those changes on our Website to keep you aware of what information we collect, how we use it and under what circumstances we may disclose it.

Where do we store your personal data?

The data that we collect from you is stored on our secure servers in the United Kingdom. At times we may be transfer to and store at a destination outside the European Economic Area. Your Information may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff maybe engaged in, among other things, the fulfillment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your Information is treated securely and in accordance with this Privacy Policy.

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Requests for any further authorisation regarding proposed usage of the Materials provided on this website should be addressed to:

Data Controller, MyMaintenance Ltd, 26 Chalybeate St, Aberystwyth, SY23 1 HX
MyMaintenance

