

Signature Home Services

Privacy Policy

Effective 5/27/18

At Signature Home Services, your privacy is important to us. This privacy policy has been developed to ensure you understand the ways that we collect, use and disclose your personal information. In the case you have any question on this policy, you may contact us at robin@signaturehomeservices.com or through our Website. Signature Home Services (“us,” “we,” or “our”) operates <https://www.signaturehomeservices.com> (“Website”) for you (“you” or “your”) to provide materials and information about our company and Services.

This policy, which will always be available for review on our Website, explains and informs you of our policies and practices on the collection, use and disclosure of your personal data when using our Website or Services, as well as the choices you have in regard to your personal data.

We use your data to provide and improve our Website and Services. You agree, by the continued use of the Website, to the collection and use of your information in accordance with this Privacy Policy. The terms used in this policy have the same meanings as those outlined in our Terms and Conditions, accessible [HERE](#).

1. Definitions

Service

Service includes the Website (<https://www.signaturehomeservices.com>) and all of the Services outlined thereon, including but not limited to home remodels, interior design and handyman services.

Personal data

Any data that is captured by us via our Websites or Services including personal information including but not limited to name and email address.

Usage data

Data collected automatically about the actions and activity of a user on our Website, whether generated by your use of our Services or from the use of our Website.

Cookies

Small pieces of data stored on your mobile or computer device after visiting our Website.

Data controller

A natural and legal person who determines the purpose of processing personal data and the manner in which said information is processed. For the purpose of this Privacy Policy, we are the data controller for personal data relating to the use of our Services.

Data processors

Data Processor (also known as service providers) are any natural or legal person who processes or stores your data on behalf of the data controller. We reserve the right to use the services of one or more data processors to manage your data more effectively.

Data subject

Any natural and living individual who is the subject of personal data as a user of our Services.

2. Collection and use of information

We routinely collect one or more of several types of information for various purposes, including the provision and improvement of our Services. The types of information we collect include but are not limited to:

(a) Personal data

Over the course of using our Services we retain the right to ask you to provide us with personally identifiable information that we may use to identify or contact you. This personally identifiable information (“personal data”) includes but is not limited to:

- First and/or last name
- Email address
- Phone number(s)
- Physical and/or mailing direction
- Cookies and usage data

We also reserve the right to use your personal data to contact you with marketing or promotional materials, including but not limited to newsletters and other information that might be of interest to you. At any time, you may change your subscription preferences or opt out of receiving these materials by following the Change My Preferences or Unsubscribe links provided in any email we send.

(b) Usage data

We also may collect information on how our Service is accessed and used (“usage data”). This data may include, but is not limited to, your computer or device’s IP address (Internet Protocol address), browser type and version, the pages of our Website that you visit and the time spent on those pages, the time and date of your visit and website activity (“heat maps”) on those pages during your visit.

(c) Tracking cookies and data

We use tracking technologies, including cookies, to hold certain usage data and personal information about visitors to our Website. Cookies are small files saved to your computer with an anonymous and unique identifier. These cookies are sent to your browser from our Website and stored on your computer or device. Other tracking technologies we may use include, but are not limited to, beacons, tags, and scripts. Cookies and other tracking technologies are used by us to improve and analyze our Services and Website.

At any time and at your full discretion, you can instruct your browser to refuse all cookies or to allow certain cookies and block others. If you do not accept cookies, some features or portions of our Website and Services may not be accessible.

Examples of cookies we use include, but are not limited to:

- Session cookies are used for the operation of our Website
- Preference cookies are used to store your preferences and settings on our Website
- Security cookies are used for the security of your personal data and of our Website

3. Use of information and data

Signature Home Services uses the data we collect for various purposes, including but not limited to:

- Providing and maintaining our Website and Services
- Allowing you to participate in any interactive features of our Website or Services
- Notifying you about any changes which are made to our Services
- Providing you with client support
- Gathering analysis so we may improve our Website and/or Services
- Monitoring the usage of our Website and/or Services
- Preventing, detecting and addressing technical issues with our Website
- Providing you with news, special offers and information that might be of interest to you about other goods (whether ours or those of an affiliate) and events that we offer similar to those you have already purchased or inquired about, unless you have opted out of receiving such news, offers and information

4. Our legal basis for collecting, processing and storing personal data under the General Data Protection Regulation (GDPR)

If you are from the European Economic Area (EEA), Signature Home Services exercises its legal basis for collecting, processing, storing and using your personal information described in this Privacy Policy based on the specific context in which we collect it, as well as your right to alter or update your communication preferences at any time.

Signature Home Services may process your personal data under due cause, including:

- When performing a contract with you
- When you have given us permission to do so
- When processing your personal data is in our legitimate interests and is not overridden by your rights
- To comply with applicable law

5. Our retention of your data

Signature Home Services may retain your Personal Data only for as long as it is necessary for the purposes set out in this Privacy Policy. We may retain and use your personal data to the extent necessary to comply with our legal obligations, to resolve disputes, and to enforce our legal agreements and policies.

Signature Home Services may also retain usage data for our internal analysis and Website improvement purposes. This usage data is sometimes retained for shorter periods of time, however may be stored for longer when used to strengthen the security or improve the delivery of our Services, or we are otherwise legally obligated to retain this data for a specified period of time.

6. The transferal of your data

Your personal data we collect and use may be transferred to and stored on computers located outside of your governmental jurisdiction (state, province, country or other) where the data protection laws may differ than those from within your own jurisdiction.

By continuing to use our Services and/or Website you consent to this Privacy Policy.

Signature Home Services will take all reasonable steps necessary to ensure that your personal data is treated in accordance with this Privacy Policy, including protecting that information to the highest standards. No transfer of your personal data will be made to any affiliate or third-party server or organization unless there are adequate security controls in place to meet those standards and the need for this transfer complies with the uses of data outlined in this Privacy Policy.

7. The disclosure of your data

(a) Disclosure for law enforcement

Signature Home Services may be required by law under certain circumstances to disclose some or all of your personal data, usually in response to valid requests by public authorities (e.g., courts or a government agencies).

(b) Other legal requirements

In any good-faith belief that such action is necessary, Signature Home Services may disclose your personal data, including but not limited to cases of:

- Complying with legal obligations for disclosure
- Protecting and/or defending the rights of Signature Home Services
- Preventing and/or investigating any possible wrongdoing in relation to the use of our Services
- Protecting the personal safety of persons whose information we store
- Protecting against our legal liability

8. The security of data controlled and used by us

Remember that no transmission of data over the internet, no matter the method of electronic storage, is 100% secure. The security of your data is important to us and we strive to use the most effective commercially acceptable means of protecting your data, but we cannot guarantee that any transmission or storage method is absolutely secure.

9. "Do not track" signals

Our Website does not support the web browser setting known as Do Not Track ("DNT"). DNT is a web browser preference that users can set to inform websites not to track usage

data or download cookies. You can enable or disable DNT by visiting the Settings or Preferences option in your web browser.

10. Your data protection rights under the General Data Protection Regulation (GDPR)

If you are from the European Economic Area (EEA), you have certain rights for your data protection. We aim to take all reasonable steps that allow you amend, correct, delete or limit the use of any or all of your personal data.

Should you desire to be informed of your personal data use or to review what personal data we hold about you, and/or if you wish to be removed from our systems, please contact us at robin@signaturehomeservices.com.

There are additional circumstances where you have the following data protection rights:

(a) The right to update or delete any personal information we have about you. You may access, update and/or request deletion of your data directly with us via email (robin@signaturehomeservices.com).

(b) Your right to rectification (you retain the right to have your information rectified in any case in which that information is determined to be inaccurate or incomplete).

(c) The right to object (you retain the right to object to our processing or use of your personal data).

(d) The right of restriction (you retain the right to request our cessation or restriction of the processing of your personal information).

(e) The right to data portability (you retain the right to request and be provided with a copy of the data we have on you in a structured format determined “commonly used and readable”).

(f) The right to withdraw consent (you retain the right to withdraw your consent either partially or fully at any time where Signature Home Services relied on your consent to collect, process, store or use your personal information).

(g) You retain the right to file complaint related to our collection, storage or use of your personal data with a Data Protection Authority.

Please note that we retain full right to request that you verify your identity before responding to any of the above requests.

11. Third-party service providers

We may work with third-party companies (“Service Providers”) in order to facilitate our Services. These Service Providers may assist in the provision of our Services on our behalf or assist in performing Service-related activities or the improvement of the same, including analyzing how our Service is used.

Service Providers only have access to your personal data where necessary to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

12. Our use of analytics

We reserve the right to use third-party Service Providers to monitor and analyze the use of our Services and Website.

(a) Google Analytics

Google Analytics a Service Provider that websites use for analytics of their webpage. The service is offered by Google and tracks and reports website traffic and activity, including but not limited to: page and link clicks, time spent on a page, views of videos and other content, etc. This data is shared with other Google services as well (for example Google AdWords). Google retains full rights to use any and all personal data collected in order to personalize the commercial ads of its advertising network.

You retain the right to opt-out of having your website use tracked by Google Analytics by installing the Google Analytics opt-out add-on. This add-on is for the Google Chrome browser, and by using Google Chrome with this add-on your browser will prevent Google Analytics JavaScript (ga.js, analytics.js, and dc.js) from sharing any of your personal data (browser information and personal information) with Google Analytics.

If you'd like more information on the privacy practices of Google and its many products, visit the Google Privacy Terms web page: <http://www.google.com/intl/en/policies/privacy>.

13. Behavioral marketing and remarketing

Signature Home Services uses remarketing services to advertise on third party websites to you after you visited our Service. We and our third-party vendors use cookies to inform, optimize and serve ads based on your past visits to our Service.

(a) Google AdWords

The Google AdWords remarketing service (providing personalized ads) is provided by Google Inc.

At any time and with your full discretion, you may opt-out of Google Analytics for Display Advertising and/or customize the Google Display Network ads shown to you by visiting the Google Ads Settings page at <http://www.google.com/settings/ads>.

Google Inc. recommends installing the Google Analytics Opt-Out add-on for browsers if you have concerns about Google AdWords retargeted marketing. This add-on provides you with the ability to prevent your personal data from being collected and used by Google Analytics and by other Google products and services.

If you'd like more information on the privacy practices of Google and its many products, visit the Google Privacy Terms web page: <http://www.google.com/intl/en/policies/privacy>.

(b) Facebook

All Facebook marketing and remarketing services are provided by Facebook Inc. Should you desire, you may learn more about Facebook's interest-based advertising by visiting <https://www.facebook.com/help/164968693837950>.

Should you desire to opt-out from Facebook's interest-based marketing and remarketing ad services, follow the instructions outlined by Facebook Inc on their help page: <https://www.facebook.com/help/568137493302217>

Facebook adheres to and outlines the Self-Regulatory Principles for Online Behavioral Advertising of 2009 as established by the Digital Advertising Alliance. You may opt-out from Facebook and other participating companies through: the Digital Advertising Alliance in the U.S.A. (<http://www.aboutads.info/choices>), the Digital Advertising Alliance of Canada in Canada (<http://youradchoices.ca>) or the European Interactive Digital Advertising Alliance in Europe (<http://www.youronlinechoices.eu>), or you may opt-out using your mobile device settings.

Should you desire more information about the privacy practices or use of information in advertising by Facebook Inc., please visit Facebook's Data Policy on their website at <https://www.facebook.com/privacy/explanation>.

14. Links to other sites

Our Website and/or Services may contain links to other sites not operated by us. At any point if you click on one of these outside links, you will be directed away from our Website and onto a third-party's website. We strongly encourage you to review the Privacy Policy of every site you visit so as to know your rights and responsibilities thereon.

We exercise no control over—and subsequently assume no responsibility for—the content, practices, processes or privacy policies of any third-part site or service. In the case of affiliate links, where we have an existing relationship with the third-party and sometimes receive a commission or fee for referring you to those sites, you similarly assume all responsibility for familiarizing yourself with that third party's privacy policies upon entry to that website.

15. Children and their privacy

The Services and the Website content we provide are not directed and do not address anyone under the age of 18 ("Children" or "Child").

We do not intentionally or knowingly collect personal data from Children. If you, as a parent or guardian, are made aware that your Child or Children have provided us with personal information, please contact us at robin@signaturehomeservices.com. In any case that we become aware that we have collected personal information from a Child or Children, we will take all reasonable steps to remove that information from our database and from any accounts we hold with Service Providers where the personal information we control is stored.

16. Future changes to this Privacy Policy

We reserve the right to update, make additions to or otherwise change our Privacy Policy at our sole discretion and at any time. We will notify you of any substantial changes by posting the new Privacy Policy on this page. Prior to such changes becoming effective, we will also let you know by email and/or a prominent notice on our Webpage. The "effective date" on this Privacy Policy will always reflect the latest revision by us. You are advised to review this page periodically.

17. Contact us

Should you have questions about any part of this Privacy Policy you may contact us by email at robin@signaturehomeservices.com or call us at 817-753-6668.