

Privacy Policy

We are vigorously dedicated to protect and treat with respect any information that we have obtained about you through our website, services, and apps. On this page you will find our extensive Privacy Policy that holds information regarding how we use any and all information we have acquired about you.

Please make sure to read it in detail before you continue to use our website and services.

If you are to provide us with any information about you by using our services, website, and apps, you formally accept and consent to the way we process information as per this Privacy Policy, Cookies Policy, Website Terms of Use, and Services Terms and Conditions.

1. Information That We Obtain From You

We may or may not collect, process, and store the following information about you:

- 1.1 Information that you provide us with, like your name, address, email, telephone number, age, username, password and other registration information, financial and credit card information, details of your home, office, or business, details of any pets you may have, and any information about you shown by photographs of your property which you provide us with (or which you permit us to take), and any other information that you choose to voluntarily provide, when you:
 - 1.1.1 register with us and log in through our websites and/or our mobile application;
 - 1.1.2 make a booking request through our websites and/or our mobile applications;
 - 1.1.3 make a booking through our websites and/or our applications;
 - 1.1.4 complete contact or enquiry forms on, or otherwise provide information via, our website and/or mobile application;
 - 1.1.5 subscribe to receive any newsletter we may offer;
 - 1.1.6 complete any voluntary surveys we may ask you to participate in;
 - 1.1.7 send feedback to us via our website and/or our apps;
 - 1.1.8 respond to our marketing communications;
 - 1.1.9 talk with us by phone, post, email, or via the instant chat function on our website and/or our mobile applications (in which case we will keep a record of that correspondence);
 - 1.1.10 report an issue with any of our services.
- 1.2 Data that we collect automatically every time you visit our websites or use our apps:
 - 1.2.1 technical information, including the type of mobile device you use, mobile network information, your mobile operating system, the type of mobile browser that you use and your time zone setting;
 - 1.2.2 information about your computer, including your IP address, operating system and Internet browser, for system administration and to report aggregate information to our advertisers. This is statistical data about our users browsing actions and patterns, and does not reveal the identity of any individual;
 - 1.2.3 your use of our apps or your visits to our websites, including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise, and the resources that you access.
- 1.3 We work closely with third parties (including, for example, business partners, sub-contractors in technical, payment and delivery services, advertising networks, search information providers, credit reference agencies, fraud prevention agencies and debt collection agencies), and we may obtain information about you through them.

2. The Use Of Information We Obtain From You

2.1 We use the information we get from you to:

2.1.1 administer accounts you have with us;

2.1.2 manage your bookings or booking enquiries, and to arrange the providing of services by your service provider;

2.1.3 carry out our obligations coming from any contracts between you and our company;

2.1.4 provide you with the information, products and services that you request from us;

2.1.5 communicate with you about any comments, complaints, queries or feedback you may have about us or the services;

2.1.6 allow you to take part in interactive features of our services, in case you choose to do so;

2.1.7 notify you about any changes regarding our services;

2.1.8 ensure that content on our websites and our apps is presented in the most efficient manner for you and your computer and/or mobile device;

2.1.9 provide you with information about products and services we offer that we feel may interest you by post, phone, SMS, or email. We will send that information by SMS or email only if: (i) you have agreed to this; or (ii) the information is about products and services similar to those which were the subject of a previous sale or negotiation of a sale to you (and you have not opted out of receiving such messages); or (iii) where we are permitted to do so by law without consent, for example, if you have provided us with a company email address. If you do not want us to use your information in this way, please contact us by using our contact form or the contact details in paragraph 8 below.

2.1.10 specifically, we will provide your data to the service provider who is appointed to provide services to you, for the purpose of providing said services. This information may include (i) your name, address and contact details; (ii) details about your property and services you requested, together with any relevant photographs you may have provided; (iii) the non-binding quote we have provided you with; and (iv) your payment details.

2.2 We use the information about you that we collect automatically for:

2.2.1 administration of our websites and apps, and for internal operations, including

2.2.2 improvement of our websites and apps to ensure that content is presented in the most;

2.2.3 improvement of the quality and efficiency of our products and services;

2.2.4 allowing you to take part in interactive features on the websites and apps, when

2.2.5 keeping our websites and apps safe and secure;

2.2.6 measuring or understanding the effectiveness of advertising we serve to you and

2.2.7 making suggestions and recommendations to you about products or services that we provide;

2.3 We utilise information about you that we collect from other sources in combination with the information you provide us with and the information about you that we collect automatically. We will only use such information for the purposes established above.

2.4 Cookies

Our websites and our apps use cookies to distinguish you from other users. This helps us to provide you with the best possible experience when you browse our websites and apps, and allows us to improve our services. For detailed information on the cookies we use and the purposes for which we use them, see our Cookie Policy.

3. Storing Your Personal Data

- 3.1 All information you provide us with is stored on secure servers in the United Kingdom and/or the European Economic Area (EEA).. We have taken security measures appropriate to the nature of the information stored and the harm that might come from a breach of security.
- 3.2 The information we collect from you may be transferred to, and stored at, a place outside the (EEA). It is possible that it may also be processed by staff operating outside the EEA, who work for our company, or for one of our suppliers. Such staff maybe engaged in, among other things, the processing of your bookings, the processing of your payment details and the provision of customer 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 data is managed safely and according to this privacy policy.
- 3.3 Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site or app, you are responsible for keeping this password confidential. We ask you not to share such passwords with anyone else.
- 3.4 All payments made through our websites and our apps are processed by our selected third party payment processing services, PayPal and Stripe. Such payments are encrypted with Secured Sockets Layer technology. We do not store any of your credit or debit card details in connection with your payment.
- 3.5 Unfortunately, the transmission of information via the Internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our websites or our apps; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

4. Disclosing Your Information

- 4.1 We may choose to disclose your personal information to any member of our group, such as our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006. 4.2 We may disclose your personal information to third parties:
 - 4.2.1 In the event that we sell or buy any business or assets, in which case we may disclose your personal information to the prospective seller or buyer of such business or assets;
 - 4.2.2 If this company or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets;
 - 4.2.3 If we are under an obligation to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Website Terms of Use , or the Services Terms and Conditions and other agreements; or to protect the rights, property or safety of our company, our customers, or others. This includes exchange of information with other companies and organisations for the purposes of fraud protection and reduction of credit risk;
 - 4.2.4 If you do not make payments that you owe in relation to any services provided to you by the service provider, in which case we may disclose your personal data to credit reference agencies and to fraud prevention agencies for the purposes of fraud prevention. We may also disclose your personal data to debt collection agencies which may use your information to trace your whereabouts and recover the debts that you owe. The information which we provide to such agencies may in turn be provided by those agencies to other organisations which may use your personal data to perform similar checks. Information recorded by fraud prevention agencies may be accessed by organisations in other jurisdictions.

5. Your Rights Regarding Your Information

- 5.1 You have the complete right to ask us not to process your personal data for marketing and other commercial purposes. We will inform you (before collecting your data) if we intend to use your data for such purposes. You can also exercise the right at any time by contacting us using the contact details mentioned in paragraph 8 below.
- 5.2 The Act gives you the right to access information that we hold for you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £25 to meet our costs in providing you with details of the information we keep about you.

6. Linking To Third Party Websites

Sometimes our websites may contain links to and from the websites of our partner networks and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please make sure to check these policies before you submit any personal information to these websites.

7. Privacy Policy

- 7.1 By submitting your information to us, you fully agree to the use of that information as established in this Privacy Policy. If we update our Privacy Policy, we will post the changed policy on this page and may give notices elsewhere within the website and the apps for a reasonable period of time, so that you may be informed of the changes.
- 7.2 In the event of any updates, we will also change the Last updated date at the top of this Privacy Policy. You should check our Privacy Policy Page occasionally to make sure that you are content with the changes we make. Your continued use of our services following any updates to this Privacy Policy will mean you accept the changes made.

8. Contacts

Questions, comments and requests regarding this Privacy Policy are welcome and should be addressed by email to info@astinventory.co.uk or by telephone on 01992 642752