
Helix Homes Developments Ltd

Here's everything you need to know about the information that we gather and how we use it.

Please contact us if you have questions about this policy.

Introduction

Helix Homes Developments Ltd takes the protection of your data seriously and is committed to protecting your personal information. It's your information, It's personal, and we respect that. We also want to maintain the trust and confidence of every one of our clients, as well as each visitor who uses the **Helix Homes Developments Ltd**.

Visitors to this website

Helix Homes Developments Ltd is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

When someone visits this website we also use a third-party service – Google Analytics – to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone.

Links to other websites

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

What type of information do you collect?

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, password, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile.

How We Collect Your Personal Information

We collect your information when you decide to interact with us. This is usually when:

- you contact us using the online form
- you sign up to receive emails or Newsletters from our website.

When you conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated above only.

Why do you collect such personal information?

We collect such Non-personal and Personal Information for the following purposes:

1. To provide and operate the Services;
2. To provide our Users with ongoing customer assistance and technical support;
3. To be able to contact our Visitors and Users with general or personalised service-related notices and promotional messages;

4. To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services;
5. To comply with any applicable laws and regulations

How do you store, use, share and disclose your site visitors' personal information?

Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers

Third Party Organisations

Helix Homes Developments Ltd will never share, sell, rent or trade your personal information to any third parties for marketing or any other reasons. However, we may have to share your Personal Information to comply with applicable laws and regulations, to respond to a subpoena, search warrant or other lawful request for information we receive, or to otherwise protect our rights.

How do you communicate with your site visitors?

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we

may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail.

How do you use cookies and other tracking tools?

Cookies On Wix Site

Cookies are small pieces of data stored on a site visitor's browser. They are typically used to keep track of the settings users have selected and actions they have taken on a site.

Take a look at the table below to see which cookies we place on Wix sites:

First-Party Cookies

Strictly Necessary		
Cookie name	Duration	Purpose
ForceFlashSite	Session	When viewing a mobile site (old mobile under m.domain.com) it will force the server to display the non-mobile version and avoid redirecting to the mobile site
hs	Session	Security
smSession	Persistent (Two days or two weeks)	Identifies logged in site members
XSRF-TOKEN	Session	Security

Functionality		
Cookie name	Duration	Purpose
svSession	Persistent (Two years)	Identifies unique visitors and tracks a visitor's sessions on a site
SSR-caching	Session	Indicates how a site was rendered.
smSession	Persistent (Two weeks)	Identifies logged in site members

Third-Party Cookies

Functionality		
Cookie name	Duration	Purpose
TS*	Session	Security
TS01*****	Session	Security
TSxxxxxxxx (where x is replaced with a random series of numbers and letters)	Session	Security
TSxxxxxxxx_d (where x is replaced with a random series of numbers and letters)	Session	Security

You can find more out about Cookies by clicking on the link below
<https://www.allaboutcookies.org/>

Access to personal information

Individuals can find out if we hold any personal information by making a 'subject access request' under the General Data Protection Regulations. If we do hold information about you we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

How can your site visitors withdraw their consent?

If you don't want us to process your data anymore, please contact us at [your email] or send us mail to:info@helixhomes.co.uk

Please Note:

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.