

## Privacy Policy

"We use cookies and other techniques to collect information about the use of our website and to improve your experience on our website. By using our website, you agree to its use. More information about this can be found below".

Change log	Change date
Updated link to partner services and sub-data processors	28-01-2021

### Personal data that we process

helphouse.io processes personal data about you because you use our services and/or because you provide these to us yourself. Below you will find an overview of the personal data we process:

- Surname and first name
- Address data
- Phone number
- E-mail address
- Other personal data that you actively provide, for example by logging in to our help center.
- Location data, the IP address of your device.
- Information about your activities on our website
- Internet browser and device type
- Handling your payment
- Sending our newsletter and/or advertising leaflet (if subscribed)
- Being able to call you in order to be able to perform our services
- Inform you about changes to our services and products
- Enable you to create an account
- To deliver goods and services to you
- helphouse.io analyses your behavior on the website in order to improve our website and to tailor our offer of products and services to your preferences.

### Share with others

helphouse.io does not sell or share your data with third parties and will only provide them if this is necessary for the execution of our agreement with you or in order to comply with a legal obligation.

### Special and/or sensitive personal data that we acquire

Our website and/or service does not have the intention to collect data about website visitors who are younger than 16 years of age. Unless they have permission from parents or guardians.

However, we cannot check whether a visitor is over 16 years old. We, therefore, recommend that parents are involved in their children's online activities in order to prevent data from being collected about children without parental consent. If you believe that we have collected personal information about a minor without that consent, please contact us at [support@helphouse.io](mailto:support@helphouse.io) and we will delete that information.

### Why we need data

helphouse.io processes your personal data for the following purpose:

### Mapping website visit

helphouse.io uses functional, analytical, and tracking cookies. A cookie is a small text file that is stored in the browser of your computer, tablet, or smartphone on your first visit to this website.

helphouse.io uses cookies with purely technical functionality. These ensure that the website works properly, for example, your preferred settings can be remembered and help us to make the website work properly. It also enables us to optimize our website.

When you visited our website for the first time, we already informed you about these cookies and asked you for permission to place them. You can unsubscribe from cookies by setting your internet browser in such a way that it no longer stores cookies. In addition, you can also delete all information previously stored through your browser's settings.

## Viewing, modifying, or deleting data

You have the right to access, correct, or delete your personal data. You can send a request for inspection, correction, or deletion to [support@helphouse.io](mailto:support@helphouse.io). To ensure that the request for inspection has been made by you, please enclose a copy of your identity document with the request. In this copy, we ask you to blacken out your passport photo and the Identification Number of the National Registry (CPR). This is to protect your privacy. [helphouse.io](https://helphouse.io) will respond to your request as soon as possible but within four weeks.

## Security

[helphouse.io](https://helphouse.io) takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure, and unauthorized alteration. If you feel that your data is not secure or there are indications of misuse, please contact our customer service or send an email to [support@helphouse.io](mailto:support@helphouse.io). [helphouse.io](https://helphouse.io) has taken various visible and invisible measures to secure your personal data, including:

- Security software, such as a virus scanner and firewall.
- Exchange of data over an SSL secured connection

DKIM, SPF, and DMARC are three internet standards that we use to prevent you from receiving emails on our behalf that contain viruses, are spam, or are intended to obtain personal (login) data.

## Partner Services and Sub-Data Processors

We use the online platforms stated at <https://helphouse.io/en/legal/partner-terms/> to manage and contact our customers. Find the applicable terms and conditions from our partners and sub-data processor by following the link.