

FLOSURE PRIVACY POLICY

Effective Date: 01 October 2024

INTRODUCTION

FloSure is committed to protecting your personal data and ensuring transparency regarding how we handle your information. This Privacy Policy outlines how FloSure collects, uses, stores, and protects personal data when you use our services, including the Support Assist Package. By using our services, you agree to the terms outlined in this policy.

INFORMATION WE COLLECT

We collect personal data to provide and improve our services. The types of personal data we collect include:

- **Contact Information:** Name, address, email address, phone number.
- **Account Information:** Details related to the services you have purchased, including device details (e.g., Grohe Sense Guard Smart Water Controller, Grohe Sense Smart Water Sensor, Grohe Sense+).
- **Payment Information:** Billing address, payment method details (handled by secure third-party payment processors).
- **Usage Data:** Information about how you interact with our services, including support requests and feedback.
- **Technical Data:** IP address, browser type, and other technology-related data collected when you access our website.

HOW WE USE YOUR INFORMATION

FloSure uses your personal data for the following purposes:

- **Service Provision:** To provide, maintain, and improve the services you have requested, including the Support Assist Package.
- **Customer Support:** To respond to your inquiries, support requests, and troubleshoot issues.
- **Communication:** To send you updates, notifications, and information related to your account, services, and customer support.
- **Billing and Payment:** To process payments and manage billing information.
- **Legal Compliance:** To comply with legal obligations, resolve disputes, and enforce our agreements.

DATA SHARING AND DISCLOSURE

FloSure will not sell or rent your personal data to third parties. We may share your data with:

- **Service Providers:** Trusted third-party companies that assist us in providing services (e.g., payment processing, IT support).
- **Legal Authorities:** If required by law or in response to valid legal requests, such as court orders or subpoenas.
- **Business Transfers:** In the event of a merger, acquisition, or sale of all or a portion of our assets, your personal data may be transferred as part of the business.

DATA SECURITY

FloSure takes the security of your personal data seriously. We implement appropriate technical and organisational measures to protect your data against unauthorised access, disclosure, alteration, or destruction. These measures include encryption, secure data storage, and access controls.

DATA RETENTION

We will retain your personal data only for as long as necessary to fulfil the purposes outlined in this Privacy Policy, comply with legal obligations, resolve disputes, and enforce our agreements. When personal data is no longer needed, we will securely delete or anonymise it.

YOUR RIGHTS

Under GDPR, you have the following rights regarding your personal data:

- **Right to Access:** You have the right to request access to the personal data we hold about you.
- **Right to Rectification:** You have the right to request correction of any inaccurate or incomplete personal data.
- **Right to Erasure:** You have the right to request deletion of your personal data under certain conditions, such as when the data is no longer necessary for the purposes for which it was collected or if you withdraw consent on which processing is based.
- **Right to Restrict Processing:** You have the right to request that we limit the processing of your personal data in specific circumstances, such as when you contest the accuracy of the data or object to processing.
- **Right to Data Portability:** You have the right to request the transfer of your personal data to another service provider, in a structured, commonly used, and machine-readable format, where technically feasible.
- **Right to Object:** You have the right to object to the processing of your personal data where processing is based on legitimate interests or for direct marketing purposes.

- **Right to Withdraw Consent:** If you have provided consent for data processing, you have the right to withdraw your consent at any time. This does not affect the lawfulness of processing based on consent before its withdrawal.

To exercise any of these rights, please contact us at **E: info@flosure.co.uk**

COOKIES AND TRACKING TECHNOLOGIES

For detailed information about our use of cookies and other tracking technologies, please refer to our [Cookie Policy](#). This policy explains what cookies are, how we use them, and how you can manage your cookie preferences.

THIRD-PARTY LINKS

Our website and communications may contain links to third-party websites. FloSure is not responsible for the privacy practices of these websites. We encourage you to review the privacy policies of any third-party sites you visit.

CHANGES TO THIS PRIVACY POLICY

FloSure may update this Privacy Policy from time to time. We will notify you of any significant changes by posting the new policy on our website. We encourage you to review this policy periodically for any updates.

CONTACT US

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us:

Email: info@flosure.co.uk

Phone: [028 4179 8444](tel:02841798444)

Address: [67 Newcastle Street | Kilkeel | Co Down | BT34 4AQ](#)

FloSure: Protecting Your Property with Precision - Prevent • Detect • Save!