

# Privacy Policy



Effective Date: 02/04/2025

At ThermaCore Home Solutions, your privacy is important to us. This Privacy Policy outlines how we collect, use, store, and protect your personal information when you interact with our website or submit your information through Facebook lead forms.

## 1. Information We Collect

We may collect the following types of personal information:

Contact Information: such as your name, phone number, email address, and physical address.

Service Interests: such as the type of home improvement services you're interested in.

Usage Data: including IP address, browser type, pages visited, and time spent on our website.

Lead Form Submissions: data you submit through Facebook lead ads, including any custom fields.

## 2. How We Use Your Information

We use your information for the following purposes:

To respond to inquiries and provide requested services or information

To schedule appointments or consultations

To send updates, promotional materials, or special offers (with your consent)

To improve our website functionality and user experience

To analyze marketing campaign performance and lead generation effectiveness

## 3. How We Collect Information

We collect personal information through:

Website forms and interactions (e.g., contact forms, quote requests)

Facebook lead forms

Cookies and similar tracking technologies

Communication with our team via email, phone, or chat

## 4. Sharing of Your Information

We do not sell your personal information. We may share your data with:

Trusted service providers who assist us in operating our business (e.g., marketing platforms, CRM systems)

Legal or regulatory authorities if required to comply with applicable law

Our internal team members for service fulfillment and support

## 5. Data Security

We take appropriate security measures to protect your personal data from unauthorized access, alteration, disclosure, or destruction. While we strive to use commercially acceptable means, no method of transmission over the Internet is 100% secure.

## 6. Your Rights and Choices

Depending on your jurisdiction, you may have the right to:

Access the personal information we hold about you

Request correction or deletion of your personal information

Opt-out of receiving promotional communications at any time

To exercise any of these rights, please contact us at:

✉ [info@thermacore.co.uk](mailto:info@thermacore.co.uk)

## 7. Third-Party Services

Our website and Facebook forms may link to third-party websites or services. We are not responsible for the privacy practices or content of those third parties.

## 8. Updates to This Policy

We may update this Privacy Policy from time to time. When we do, we will revise the "Effective Date" at the top of this page. We encourage you to review this policy periodically.

## 9. Contact Us

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

ThermaCore Home Solutions

✉ [info@thermacore.co.uk](mailto:info@thermacore.co.uk)

🌐 [thermacore.co.uk](http://thermacore.co.uk)