

## Privacy Policy

We have developed a Privacy Policy so that you may feel confident about the Privacy and Security of your personal information. We respect the privacy of all the visitors to the website. Any and all information collected by us and projects worked on by us will be kept strictly confidential and will not be sold, reused, loaned or otherwise disclosed to third parties.

### Email Address

We respect the privacy of personal email accounts and we store your email addresses just as securely as other personal information.

We will not send you unwanted email messages or junk mail, and your details will not be passed to an organisation outside the group for marketing purposes without your explicit permission. However, we may use your email in response to enquiries you make about our services or service issues.

### Disclosure of Information

We take all reasonable care to prevent any unauthorised access to your personal data. We sometimes use other companies to provide some of our services or to provide services to us. To enable them to do this, we may need to let them process your personal information.

Our staff and those working for our agents or contractors have the responsibility to keep your information confidential and are only allowed to use it to offer products and services on our behalf.

### Right of Access to your Information

If you want to know exactly what personal information Hilo holds on you, you can obtain it.

If it transpires that the information held is inaccurate, we will make the necessary amendments and confirm to you that these have been made. Please write to Hilo at the above address.

### Software

Our company uses various software included GPS location services. The information stored from these will be used for internal purposes only, such as: improving staff training, accurate timekeeping, lone working and for route planning. It is confidential, will never be sold and will never be shared with third parties.

### Please Help Us

We wish our services to meet your expectations on all occasions. To do so we need the information we hold about you to be accurate and up to date. Please help us by informing us promptly of any changes to your personal circumstances.

### Contact Us

By continuing the use of our services you are agreeing to our Privacy Policy. If you have any further questions regarding Hilo's Privacy Policy, please contact us on the above details.