

Privacy Policy

1. Introduction

At Total Refresh, we value your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, and share information about you when you use our website and services. By using our website or services, you agree to this Privacy Policy.

2. Information We Collect

We collect the following types of information:

2.1 Personal Information: When you book a service or contact us, we may collect personal details such as your name, email address, phone number, and payment information.

2.2 Service Details: Information about the services you book, including your address, service preferences, and feedback.

2.3 Automatically Collected Information: When you visit our website, we may collect data such as your IP address, browser type, operating system, and pages visited using cookies and similar technologies.

3. How We Use Your Information

We use the information we collect to:

3.1 Provide and manage our services, including connecting you with service providers and processing payments.

3.2 Communicate with you about your bookings, updates, and customer support. We may use your email and phone number to send updates related to your service.

3.3 Improve our website, services, and customer experience through analytics and feedback.

3.4 Comply with legal obligations and enforce our Terms and Conditions.

4. Sharing Your Information

We may share your information with:

4.1 Service Providers: We share your address only with the contractors or professionals who perform the services you book. We do not share your address with any other third parties.

4.2 Payment Processors: Third-party services that process payments on our behalf.

4.3 Legal Authorities: When required to comply with the law or protect our rights, property, or safety.

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5. Cookies and Tracking Technologies

Our website uses cookies and similar technologies to enhance your browsing experience, understand how you use our website, and improve our services. You can manage your cookie preferences through your browser settings.

6. Data Security

We implement appropriate technical and organizational measures to protect your personal information from unauthorized access, loss, or misuse. However, no method of transmission over the internet or electronic storage is 100% secure.

7. Data Retention

We retain your information only as long as necessary to provide our services, comply with legal requirements, or resolve disputes.

8. Your Rights

You have the right to:

- 8.1 Access the personal information we hold about you.
- 8.2 Request corrections to any inaccurate or incomplete information.
- 8.3 Request the deletion of your personal information, subject to legal obligations.
- 8.4 Opt-out of receiving marketing communications from us.

To exercise these rights, please contact us using the details below.

9. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of these sites. Please review their privacy policies before providing any personal information.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated revision date. By continuing to use our services, you agree to the revised policy.

11. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your information, please contact us: Total Refresh - +31 6 87694582