Privacy Notice

HC-007 | Version 1.2 | Prepared 15 October 2026

Controlled release - effective 15 October 2026

Effective date: 15 October 2026.

How JGL HomeCare uses and protects personal information

At a glance

We use personal information to answer HomeCare enquiries, provide memberships and property services, arrange access and visits, coordinate contractors, take payments, keep people and property safe, meet legal duties and improve our service. We do not sell personal information. This notice explains what we collect, why we use it, who we share it with, how long we keep it and the rights available to you.

Contacting us about personal information

Data controller	JGL Operations Limited (company number 07055628)
Data Protection Lead	Harriet Rayson
Postal address	10 Henry Street, Lytham St Annes, Lancashire, FY8 5LE
Email	homecare@jgl.co.uk - mark the message for the Data Protection Lead
Telephone	01253 795900
Website	club.jgl.co.uk

This notice is written for people who enquire about, purchase, use or help us deliver JGL HomeCare services. It also applies, where relevant, to joint owners, authorised representatives, emergency contacts, household members, visitors, contractors and other people whose details are provided to us in connection with a property or membership.

It should be read alongside the JGL HomeCare Master Membership Terms, the applicable Plan Specification, any service-specific notices and our website Cookie Notice. This notice does not cover JGL staff or job applicants, who receive separate information.

1. Who we are and the legal framework

JGL Operations Limited is the controller of the personal information described in this notice. This means that we decide why and how it is used. We are responsible for handling it in accordance with applicable UK data protection and privacy law, including the UK GDPR, the Data Protection Act 2018, the Data (Use and Access) Act 2025 and the Privacy and Electronic Communications Regulations 2003, as amended.

In some situations another organisation, such as a payment provider, insurer, professional adviser, public authority or contractor, will be an independent controller for the information it receives. It will be responsible for its own use of that information and should provide its own privacy information where required.

2. Personal information we may collect

Category	Examples
Identity and contact details	Name, title, postal and property addresses, email address, telephone number, signature, date of birth where genuinely required, and HomeCare reference number.

Category	Examples
Membership and contract details	Selected plan, pricing, commencement and cancellation dates, agreement records, service preferences, ownership or authority information and membership status.
Property and occupancy details	Property type, occupancy, household or visitor arrangements, access restrictions, parking, utilities, outbuildings, pets, hazards and information relevant to safe attendance.
Keys, access and security information	Key and access-device inventories, anonymous key references, receipt and return records, access instructions and whether alarms, CCTV, gates or entry systems are present. We seek to keep live security credentials separate from routine customer records and limit access to authorised staff.
Appointments, visits and service records	Bookings, attendance dates, checklists, 60-Point Home Health Check responses, inspection findings, maintenance issues, contractor activity, action logs and service outcomes.
Images and recordings	Property photographs, uploaded images, condition evidence and, where specifically notified, video or call recordings. We do not deliberately record private household activity.
Payment and billing information	Membership fees, invoices, payment status, transaction references and limited payment-method information. Full card numbers and card-security codes are handled by our payment provider and should not be stored in HomeCare notes or forms.
Communications and preferences	Emails, SMS messages, calls, letters, contact preferences, consent choices, complaints, feedback and records of actions taken.
Online and technical information	IP address, device/browser information, form and calendar activity, website logs, cookies and similar technologies, subject to our Cookie Notice.
Other people connected with the property	Joint owners, emergency contacts, authorised persons, people who must not be given access, contractors and representatives.
Sensitive information	Limited health, mobility, vulnerability or accessibility information where needed to provide the service safely. We do not routinely seek other special-category or criminal-offence information.

3. Where the information comes from

• Directly from you through forms, surveys, calendars, agreements, calls, emails, messages, meetings and visits.

• From a joint owner, authorised representative, family member, emergency contact or other person acting for you.

• From our staff, property inspectors, contractors and service providers when they record work, visits, incidents or communications.

• From payment, e-signature, communications, website, CRM, scheduling and other technology providers used to deliver HomeCare.

• From insurers, advisers, public authorities, emergency services, fraud-prevention sources or public registers where necessary and lawful.

If you give us information about another person, please ensure that you are authorised to do so and, where appropriate, tell them about this notice. We may contact them directly to verify their role or provide privacy information.

4. Why we use personal information and our lawful bases

We only use personal information where we have a valid lawful basis. The basis depends on the purpose and circumstances. More than one basis may apply to the same activity.

Purpose	Typical information	Lawful basis
Answer enquiries, provide quotations and arrange a Home Health Check	Identity, contact, property, enquiry, appointment and communications information.	Steps requested before entering a contract; legitimate interests in responding and managing enquiries.
Set up and administer membership	Identity, ownership/authority, contract, plan, price, property and payment-status information.	Contract; legal obligation where records must be kept.
Provide visits, checks, keyholding, access and other HomeCare services	Property, access, key, appointment, service, inspection, image and communication records.	Contract; legitimate interests in safe and effective service delivery.
Coordinate contractors, repairs, deliveries and authorised access	Contact, property, access, issue, authority and contractor information.	Contract; legitimate interests in coordinating requested work and protecting property.
Take and reconcile payments	Billing details, transaction references, amount, frequency and payment status.	Contract; legal obligation for accounting and tax; legitimate interests in debt management.
Protect people, property, keys and systems	Access logs, incident records, images, device information and relevant safety details.	Legitimate interests in security, fraud prevention and incident management; vital interests in a genuine emergency; legal obligation where applicable.
Handle complaints, rights requests, disputes, insurance and legal claims	Contract, service, communication, access, payment and incident records.	Legal obligation; legitimate interests in resolving issues and establishing, exercising or defending legal claims.
Manage quality, training, auditing and business continuity	Service records, feedback, workflow and system logs, usually minimised or anonymised where possible.	Legitimate interests in improving and safeguarding our services.
Send service communications	Contact details, membership status, appointments, payments, safety and operational messages.	Contract; legitimate interests in keeping you informed.
Send marketing about relevant JGL services	Contact details, service interests, previous engagement and marketing preferences.	Consent, or legitimate interests where electronic-marketing and data-protection rules permit, including any applicable soft opt-in. You can opt out at any time.

Purpose	Typical information	Lawful basis
Operate our websites, forms and online booking tools	Online identifiers, cookies, device and form/calendar data.	Legitimate interests for essential operation and security; consent for non-essential cookies or similar technologies where required.

5. Sensitive information and emergencies

We may need limited health, mobility, vulnerability or accessibility information so that staff and contractors can attend safely or communicate appropriately. Where this information is optional, we will normally rely on your explicit consent. In a genuine emergency, we may use relevant information to protect someone's vital interests. We may also use it where necessary for legal claims or another condition permitted by law applies.

Please do not send us unnecessary medical information, full alarm codes, PINs, passwords, card-security codes or other highly sensitive credentials by ordinary email, SMS or general form. We will provide or agree a more appropriate collection method where such information is genuinely needed.

6. When information is required

Some information is required to enter into or perform the HomeCare agreement, confirm authority, take payment, access the property safely or comply with law. If it is not provided, we may be unable to offer a quotation, activate the membership, hold keys, arrange access, attend the property or provide part of the service. Optional fields and marketing choices will be identified where practicable.

7. Who we may share personal information with

We share only what is reasonably necessary for the purpose. Recipients may include:

• JGL staff, authorised users and, where relevant, other JGL businesses involved in providing an agreed service.

• CRM, cloud-hosting, email, SMS, telephony, website, calendar, survey, reporting and e-signature providers.

• Payment processors, banks, accountants, auditors and debt-recovery providers.

• Approved contractors, tradespeople, delivery providers and other service partners attending or supporting the property.

• Insurers, brokers, professional advisers, legal representatives and claims handlers.

• Emergency services, utilities, local authorities, regulators, courts, law-enforcement bodies or other public authorities where necessary or required by law.

• Joint owners, authorised representatives, emergency contacts, property managers or other people you have authorised us to deal with.

We do not sell or rent personal information. Contractors normally receive only the details needed for the relevant attendance or work. Where a provider acts as our processor, we require appropriate contractual and security commitments. Where a recipient is an independent controller, its own privacy notice will apply.

8. International transfers

Some technology and service providers may store or access information outside the United Kingdom. When personal information is transferred to a country that does not have UK adequacy regulations, we use an appropriate safeguard where required, such as the UK International Data Transfer Agreement, the UK Addendum to approved standard contractual clauses, or another lawful transfer mechanism. We also assess the circumstances and apply supplementary protections where appropriate. You may contact us for more information about the safeguards relevant to your information.

9. How long we keep personal information

We keep information only for as long as reasonably necessary for the purpose, including service delivery, safety, accounting, insurance, complaints and legal claims. We may retain information longer where a dispute, investigation, legal hold or statutory requirement applies, and may delete it sooner where it is no longer needed.

Record type	Normal retention approach
Enquiries that do not become memberships	Normally up to 24 months after the last meaningful contact, unless you ask us to retain the enquiry or another reason applies.
Active membership and live service records	For the duration of the membership and while needed to deliver or conclude the service.
Agreements, invoices, payment records, service reports, complaints and claims	Normally 6 years after the membership ends or the matter is closed, reflecting contractual, accounting and legal-claim requirements.
Property inspection records and photographs	Normally for the active membership and up to 6 years afterwards where needed for service history, complaints, insurance or claims; routine images may be deleted sooner.
Live access instructions and security details	Only while current and necessary. They are updated, disabled, returned or securely deleted promptly when access changes or the service ends. Evidence of key receipt/return may be kept for up to 6 years.
Website and system security logs	Normally up to 12 months, unless required for investigation, fraud prevention, security or legal purposes.
Marketing preferences and consent records	While marketing continues and for an appropriate period afterwards to demonstrate compliance. A minimal suppression record may be retained to respect an opt-out.
Data-protection requests and complaints	Normally 6 years after closure, depending on the nature of the request or complaint and any related legal or regulatory issue.

10. How we protect personal information

We use proportionate technical and organisational measures designed to protect information against unauthorised access, alteration, disclosure, loss or destruction. These include role-based access, user authentication, staff guidance, secure storage, system logging, supplier due diligence, backups and incident-management procedures. Access to key, property and security information is restricted to people who need it for their role.

No system or method of transmission is completely secure. Please use the contact details in this notice promptly if you believe information has been sent to the wrong person, an account or device has been compromised, or a key, access device or security instruction has been lost or exposed.

11. Your data-protection rights

Depending on the circumstances, you may have the following rights. They are not all absolute, and we may need to verify identity or authority before acting.

1. Be informed: receive clear information about how we use personal information.

2. Access: ask for confirmation that we use your information and receive a copy, together with related information.

3. Rectification: ask us to correct inaccurate or incomplete information.

4. Erasure: ask us to delete information where there is no continuing lawful reason to keep it.

5. Restriction: ask us to limit how we use information in certain circumstances.

6. Object: object to processing based on legitimate interests and object at any time to direct marketing.

7. Data portability: receive certain information you provided in a structured, commonly used and machine-readable format, or ask us to transfer it where technically feasible.

8. Withdraw consent: withdraw consent at any time where consent is our lawful basis. This does not affect earlier lawful processing.

9. Automated decisions: request safeguards where a solely automated decision has legal or similarly significant effects.

To exercise a right, contact the Data Protection Lead using the details on page 1. Please describe the information or activity concerned. We normally respond to rights requests within one calendar month, although the law allows extensions in some complex cases. We will explain if a right does not apply or a request cannot be fulfilled in full.

12. Marketing choices

Service and safety messages are not marketing and may still be sent where needed to manage your enquiry, appointment or membership. You can stop marketing emails or SMS messages by using the unsubscribe or opt-out method in the message, changing your preferences, or contacting us. We will act on the request and may keep limited information on a suppression list so that we do not contact you again for that marketing channel.

13. Automated decision-making and profiling

JGL HomeCare does not currently make decisions about membership or service access solely by automated means where the decision would have legal or similarly significant effects. We may use workflows, reminders, scoring or segmentation to organise enquiries, appointments and service records, but staff can review and override operational outcomes. If this changes, we will provide the information and safeguards required by law.

14. Data-protection complaints

Raise the issue with us first
Email homecare@jgl.co.uk, write to the Data Protection Lead at 10 Henry Street, Lytham St Annes, Lancashire, FY8 5LE, or telephone 01253 795900. Please explain what happened, the information involved, the outcome you seek and how we can contact you.

We will provide a clear route for data-protection complaints, acknowledge receipt within 30 days, take appropriate steps to investigate, keep you informed where necessary and tell you the outcome without undue delay. A data-protection complaint is separate from any request to exercise an individual right, although we will coordinate the two where they concern the same issue.

You also have the right to complain to the Information Commissioner’s Office (ICO). We encourage you to contact us first so that we can investigate and try to resolve the matter.

Regulator	Information Commissioner’s Office
Postal address	Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Telephone	0303 123 1113
Website	ico.org.uk

15. Children and other household members

HomeCare is not directed at children. We may incidentally receive limited information about children or other household members where it is relevant to access, safety, emergencies or service instructions. Please provide only what is necessary. We will take additional care with children's information and will not use it for marketing.

16. Changes to this notice

We review this notice when our services, systems, suppliers or legal obligations change. The current version will be available from JGL HomeCare and, where published, on our website. Where a change materially affects how we use existing information, we will take reasonable steps to bring it to the attention of affected people before or when the change takes effect.

17. Document control

Document title	JGL HomeCare Privacy Notice
Owner	Data Protection Lead - JGL Operations Limited
Version	1.2
Effective date	15 October 2026
Review frequency	At least annually and whenever there is a material change
Next scheduled review	July 2027
Related documents	JGL HomeCare Master Membership Terms; Plan Specifications; Cookie Notice; Data Protection Complaints Procedure; Retention Schedule; Information Security and Incident Procedures

Important
This notice is intended to provide clear privacy information for JGL HomeCare. It should be supported by accurate internal records of processing, supplier contracts, retention arrangements, security procedures and a functioning data-protection complaints process. It should be reviewed whenever those arrangements change.

Controlled issue and document access

JGL will supply the exact applicable document pack with the Membership Schedule in a form you can retain. Each issued Schedule must identify the document titles, versions and effective dates. A later website update does not silently replace the documents incorporated into an existing agreement. To request a copy, contact homecare@jgl.co.uk or 01253 795900.