

LEGAL & COMPLIANCE

Privacy Policy

Version 1.0 | Effective: 6 September 2026 | Home Watch IT, LLC

Jump to section:

[Who We Are](#) [What We Collect](#) [Lawful Basis](#) [How We Use Data](#) [Our Processor Role](#)
[Sharing & Sub-Processors](#) [International Transfers](#) [Retention](#) [Your Rights](#) [Complaints](#) [Contact](#)

1. Who We Are

Home Watch IT respects your privacy and is committed to protecting the personal data of everyone who uses or interacts with our services.

The HWIT group operates through two entities:

Entity	Role	Address
Home Watch IT, LLC	Contracts, licenses, billing, and data controller for all customer account data. This entity is the data processor for personal data submitted by your clients into the HWIT platform.	12895 Josey Ln, #124-1155, Dallas TX 75234, USA
Home Watch IT d.o.o.	Management company, and the designated EU representative of Home Watch IT, LLC under Article 27 GDPR. Does not independently collect or process personal data.	Pod Jeseni 16, 1000 Ljubljana, Slovenia

We value your privacy

We use Google Analytics and Google Ads cookies to understand site traffic and measure our advertising. These are set only if you accept. Essential cookies needed to run the site are always on. See our [Privacy Policy](#).

Reject

Accept

services to customers established in the United Kingdom and has not appointed a separate UK representative under Article 27 of the UK GDPR.

Unless stated otherwise, references to **"HWIT," "we," "us,"** or **"our"** in this Policy refer to Home Watch IT, LLC.

For EU and UK residents, Home Watch IT, LLC is the **data controller** for the personal data described in this Policy, and acts as a **data processor** when processing the personal data of your clients' customers through the HWIT platform.

2. What Personal Data We Collect

Account Data

When you register to use HWIT-provided software, we collect your full name, company or organisation name, email address, and password. We do not store payment card or banking information — all billing is handled directly by your integrated accounting system (QuickBooks, Zoho, PennyLane, or similar). We do not have access to your payment credentials.

Business Data

Business data is any information you store inside your HWIT account, whether entered manually, through an import, through an integration, or by any other means. This includes — but is not limited to — customer and contact information, visit reports, task records, scheduling information, and custom data.

User Data

Users invited by an account administrator to access your HWIT account may have the following data stored: email address, first and last name, time zone, and phone number.

Usage Data

We collect limited technical data about how you access our platform, including IP addresses, date and time stamps, and session data. This data is used solely for security, platform stability, and service

We value your privacy

We use Google Analytics and Google Ads cookies to understand site traffic and measure our advertising. These are set only if you accept. Essential cookies needed to run the site are always on. See our [Privacy Policy](#).

Webinar Data

We run regular webinars that are recorded for use by HWIT customers only. Your participation in the webinar will form part of this recording. If you prefer to remain anonymous, you should watch the recording after the fact.

Survey Data

We may invite you to participate in optional surveys. If you participate, we will ask you to provide certain information which may include personal data. Participation is always voluntary.

3. Lawful Basis for Processing

We process personal data only where we have a valid lawful basis to do so under Article 6 of the GDPR.

Processing Activity	Lawful Basis
Providing the HWIT software and services under your subscription	Contract — necessary for performance of the Service Agreement
Managing your account and processing your subscription	Contract — necessary for performance of the Service Agreement
Sending transactional emails (account verification, billing, technical notices)	Contract — necessary for performance of the Service Agreement
Responding to support enquiries and communications	Legitimate interest — to provide effective customer support
Collecting usage data for security and platform improvement	Legitimate interest — to maintain security and improve our services
Sending promotional and marketing communications	Consent — you may opt in, and may withdraw at any time

We value your privacy

We use Google Analytics and Google Ads cookies to understand site traffic and measure our advertising. These are set only if you accept. Essential cookies needed to run the site are always on. See our [Privacy Policy](#).

Complying with legal obligations (e.g. financial record-keeping)	Legal obligation
--	------------------

4. How We Use Your Data

We use the data we collect to:

Provide, maintain, and improve the HWIT platform and services;

Manage your account and process your subscription;

Send transactional communications such as account verification, billing confirmations, and technical or security notices;

Respond to your support requests and enquiries;

Detect, prevent, and investigate security incidents or fraudulent activity;

Comply with applicable legal obligations;

Send promotional communications, where you have given your consent to receive them.

Your data is **not sold** to third parties for commercial purposes. We do not permit third parties to use your data for their own marketing.

5. Our Role as Data Processor

Important: When your clients' customers (homeowners and property owners) submit personal data through the HWIT platform, **you** (our client) are the **data controller** for that data, and **we** are the **data processor**. We process that data only on your instruction and in accordance with our **Data Processing Agreement**.

As a data processor, we process end-user personal data only to deliver the contracted services; do not use end-user personal data for our own purposes; delete all live End-User Personal Data immediately

We value your privacy

We use Google Analytics and Google Ads cookies to understand site traffic and measure our advertising. These are set only if you accept. Essential cookies needed to run the site are always on. See our [Privacy Policy](#).

Sub-Processor	Country	Purpose
Amazon Web Services (AWS)	USA	Cloud infrastructure and hosting
Cloudflare, Inc.	USA	Hosting, content delivery network (CDN), DNS and security services
Supabase Inc.	USA	Database services
Google Cloud Platform	USA	Cloud infrastructure
OpenAI Ireland Ltd.	Ireland (EEA)	AI-powered document search feature
SMTP2GO (Sand Dune Mail Ltd.)	New Zealand	Transactional email delivery
Make.com (Celonis)	Czech Republic (EEA)	Workflow automation
PDFShift	France (EEA)	PDF document generation
MonitorQA	USA	Field reporting software (operated under HWIT master account; individual client accounts managed separately; data accessed via API)

7. International Data Transfers

All personal data processed through the HWIT platform is stored in the **United States of America**. Where you or your clients are located in the EU, EEA, or UK, we ensure that such transfers are protected by appropriate safeguards including the EU–US Data Privacy Framework, Standard

We value your privacy

We use Google Analytics and Google Ads cookies to understand site traffic and measure our advertising. These are set only if you accept. Essential cookies needed to run the site are always on. See our [Privacy Policy](#).

Data Category	Retention Period	Reason
Account and subscription data	Duration of your subscription, plus 7 years after termination	Legal obligation — US IRS financial record-keeping requirements
Business data (customer records, reports, schedules)	Duration of your subscription only. Live data deleted immediately upon account termination ; residual backup copies purged within 15 days.	Contractual — data belongs to you
User data	Duration of your subscription.	Contractual
Usage/technical data	90 days rolling	Legitimate interest in security and platform stability
Communications and support records	3 years from last contact	Legitimate interest in resolving disputes
Marketing consent records	Until consent withdrawn, plus 3 years	Legal obligation to evidence consent

9. Your Rights

If you are located in the EU, EEA, or UK, you have the following rights under GDPR and UK GDPR:

Right of Access

You may request a copy of the personal data we hold about you.

Right to Rectification

You may ask us to correct inaccurate or incomplete personal data.

Right to Erasure

Right to Restriction

We value your privacy

We use Google Analytics and Google Ads cookies to understand site traffic and measure our advertising. These are set only if you accept. Essential cookies needed to run the site are always on. See our [Privacy Policy](#).

You may ask us to provide your personal data in a structured, machine-readable format.

You may object to processing based on legitimate interests, including direct marketing.

Right to Withdraw Consent

Where processing is based on consent, you may withdraw it at any time.

Automated Decision-Making

We do not make solely automated decisions that significantly affect you.

To exercise any of these rights, contact us at info@homewatchit.com. We will respond within **30 days**.

10. Marketing Communications

We will only send you promotional communications if you have actively opted in to receive them. You may withdraw your consent at any time by clicking the unsubscribe link in any marketing email or contacting us at info@homewatchit.com.

11. Cookies

The HWIT software platform (the logged-in application) does not use tracking or advertising cookies. It uses only strictly necessary cookies required to keep you signed in and operate the service.

Our public website (homewatchit.com) uses the following categories of cookies:

Category	Provider	Purpose	Set without consent?
Strictly necessary	Home Watch IT	Core site functionality and remembering your cookie choice.	Yes — required
Analytics	Google Analytics	Understanding aggregate site traffic and usage.	No — consent required

We value your privacy

We use Google Analytics and Google Ads cookies to understand site traffic and measure our advertising. These are set only if you accept. Essential cookies needed to run the site are always on. See our [Privacy Policy](#).

California residents: Our use of advertising cookies may constitute "sharing" of personal information for cross-context behavioral advertising under the California Privacy Rights Act (CPRA). You may opt out at any time using the **"Do Not Sell or Share My Personal Information"** link in the site footer. We also automatically honor the **Global Privacy Control (GPC)** browser signal as a valid opt-out request.

12. Security

The security of your personal and business data is extremely important to us. We implement appropriate technical and organisational measures including encryption, role-based access controls, and regular security assessments. In the event of a personal data breach affecting EU or UK residents, we will notify affected data controllers within **48 hours**.

13. Complaints and Supervisory Authorities

If you have a concern about how we handle your personal data, please contact us first at info@homewatchit.com.

Location	Supervisory Authority	Website
European Union	Irish Data Protection Commission (DPC)	dataprotection.ie
Portugal	Comissão Nacional de Proteção de Dados (CNPd)	cnpd.pt
France	CNIL	cnil.fr
United Kingdom	Information Commissioner's Office (ICO)	ico.org.uk
Slovenia	Information Commissioner of the Republic of Slovenia	ip-rs.si

14. Updates to This Policy

We value your privacy

We use Google Analytics and Google Ads cookies to understand site traffic and measure our advertising. These are set only if you accept. Essential cookies needed to run the site are always on. See our [Privacy Policy](#).

For all privacy-related enquiries, data subject requests, or concerns:

Home Watch IT, LLC

12895 Josey Ln, #124-1155, Dallas TX 75234, USA

Email: info@homewatchit.com

Phone: +1 (214) 461-0166

© 2026 Home Watch IT, LLC | Privacy Policy v1.0 | Effective 6 September 2026

Home Watch IT

Purpose-built software for professional home watch businesses. Used on 4 continents.

+1 (214) 461-0166

info@homewatchit.com

SOLUTIONS

Solutions Overview

HWIT Fundamentals

HWIT for Method:CRM

Compare Platforms

Customer App

COMPANY

We value your privacy

We use Google Analytics and Google Ads cookies to understand site traffic and measure our advertising. These are set only if you accept. Essential cookies needed to run the site are always on. See our [Privacy Policy](#).

ACCOUNT

Fundamentals Login

HWIT for Method:CRM Login

Sign Up — Fundamentals

LEGAL

Service Agreement

Data Processing Agreement

Privacy Policy

Cookie Preferences

Do Not Sell or Share My Personal Information

© 2026 Home Watch IT. All rights reserved.

We value your privacy

We use Google Analytics and Google Ads cookies to understand site traffic and measure our advertising. These are set only if you accept. Essential cookies needed to run the site are always on. See our [Privacy Policy](#).