PRIVACY POLICY

At Palm Bound, your privacy matters to us. This Privacy Policy explains how we collect, use, and protect your personal data, whether you're exploring our website, signing up for our services, or communicating with our team.

We're committed to handling your information transparently, securely, and with care.

1. What This Policy Covers

This policy applies to:

- Information you share with us directly (e.g., through our website, contact forms, discovery calls, or via email).
- Data collected when using our tools or services.
- Communication with our team, partners, or affiliates.
- Information submitted as part of newsletter sign-ups or user accounts.

2. What Information We Collect

Depending on how you interact with us, we may collect:

- Contact Details: Name, email address, phone number, and postal address when you get in touch or sign up.
- Service Information: Preferences or notes related to relocation (e.g., neighbourhood interests, school preferences).
- Usage Data: Browsing activity, location data, or pages visited, collected via cookies or analytics tools.
- Newsletter & Updates: If you opt in, we'll use your email address to send you curated updates.

We will never collect more than we need, and we'll never sell your information

3. How We Use Your Information

We use your data to:

- Respond to enquiries and provide relevant support.
- Offer personalised relocation guidance and tools.
- Improve our website, tools, and content.
- Keep you informed (only if you've opted in) via newsletters or partner offers.

We may share your data with carefully selected service partners, like real estate agents or education consultants, only when relevant to your request, and only with your consent.

4. Your Choices

- Opting Out: You can unsubscribe from emails or marketing at any time.
- Access & Correction: You can request a copy of the personal data we hold, or ask us to correct or delete it.
- Cookies: You can manage cookie preferences via your browser.

5. Security & Storage

We store your information securely, only for as long as necessary, and in accordance with data protection laws.
If we're legally required to keep information for longer (e.g., regulatory or financial reasons), we'll let you know.

6. Contact Us

If you have questions about your data or this policy, please contact us at:
hello@palmbound.com
We'll respond promptly and respectfully.