

Customer Charter for MindMyHome.ie

At MindMyHome.ie, we are committed to providing you with a reliable, secure, and user-friendly service. Below are our obligations to you:

Our Commitments

1. **Service Availability**
 - o We strive to provide uninterrupted access to our online platform 24/7, every day of the year.
 - o Any disruptions due to system maintenance or upgrades will be minimized to ensure minimal inconvenience.
2. **Customer Support**
 - o We are dedicated to responding to all customer inquiries promptly and effectively.
3. **Accurate and Relevant Information**
 - o We work to ensure that the information on our platform is accurate, up-to-date, and relevant to our users.
4. **Content Review**
 - o We carefully review all member-submitted content for suitability and will request revisions for any inappropriate material.
5. **Member Services**
 - o Our members enjoy a full range of features, including a personal, password-protected account area designed for convenience and security.
6. **Privacy Protection**
 - o We adhere strictly to our Privacy Policy to safeguard your personal information.
7. **Secure Transactions**
 - o Your financial transactions are protected with a secure online payment system to ensure your peace of mind.
8. **Email Communication**
 - o Urgent or critical system messages may be sent as necessary.

At MindMyHome.ie, your trust and satisfaction are our top priorities. We are committed to maintaining the highest standards of service to support your house-sitting journey.