



How we will handle your personal data and protect your privacy.

A guide to how we meet the requirements of the Data Protection Act.

Making sure personal data is secure and properly dealt with is of paramount importance in our dealings with you. It is therefore important you understand what information we will take, why we need it, and how we will process your details.

What data will you ask me for?

In order to fully understand your Cleaning requirements and be able to give good advice, we need to obtain information about the size of your property / commercial property.

Some of the information will be private and may be sensitive, such as details of your address and contact numbers.

Do I have to provide my personal data?

In order for us to be able to give you suitable advice, we need you to provide all the information we ask for as openly and honestly as possible. If you prefer not to disclose some information, please tell us that you prefer not to disclose it and we will assess whether this will alter or impede the work we are doing for you.

How will you use my data?

There are a number of reasons we need to process your personal data;

1. The primary reason is to allow us to do the job you've asked us to do. Specifically, we will use your data to:
 - Assess and provide advice to meet your needs and circumstances;
 - Introduce you to a range of services in order to meet your requirements;
 - Inform you about services we think may be suitable for you (unless you ask us not to send you this information).
2. We may also process your personal data for our own legitimate interests. Typically, these would be limited to:
 - Analysing our business for trends and research how we can improve our services to customers;
 - Reviewing the work we have carried out for you to ensure we have met the required quality standards;

How long we will store your data?

We will only keep your personal information as long as necessary. How long that is depends on the type of data and the nature of the work we have carried out. In most cases, your personal data will be stored for a period whilst you are using our services. After this point any information we hold will be removed from our records.

Can I see a copy of my personal data?



Yes. Please contact our Data Controller (details below) and we will provide a copy of any personal data we hold about you within one calendar month of receiving your request. Please note that we may need to verify your identity before providing the information.

What if my data is incorrect or incomplete?

You have the right to have your data corrected or completed by contacting our Data Controller in writing (details below). Please be aware that we need to maintain records of information as it was at the time of the advice or the transaction taking place.

Can I have my data erased?

Yes, however whilst using our services we do need to ensure we have the correct address and contact details to enable us to provide a full service.

Who is your Data Controller?

Our Data Controller is:

Robert Apps
24 Warren Close
St Leonards On-Sea
East Sussex
TN38 8DT
07889808969 /jjcleaningservice84@gmail.com

If you'd like to make a complaint about how we have handled your personal data...

...please write in the first instance to The Data Protection Officer at the above address.

If you are not satisfied with the Data Protection Officer's response, you can make a complaint to:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Telephone: 0303 123 1113 (local rate) or 01625 545 745 (national rate)
Email through their website at: <https://ico.org.uk/concerns/>