

Cleaning Assurance Privacy Policy

Cleaning Assurance Ltd is committed to protecting and respecting your privacy.

This policy sets out the basis on which we collect any personal data from you, or that you provide to us, and how it will be processed by us. Please read the following carefully to understand the practices we follow regarding your personal data and how we handle it.

For the purpose of the General Data Protection Regulations the data controller is Cleaning Assurance Ltd, Floreat, Priory Close, Royston SG8 7DU

Company Registration No. 07797850

By using our website and having read this policy, you consent to its contents and its terms.

Information we may collect from you

The legal basis for processing the following information is our legitimate interests, namely the proper administration of our website and business.

Method of collection

(a) Information that you provide by filling in forms on our website

<https://www.cleaningassurance.com/>

This includes information provided at the time of registering to use our site, subscribing to our service, posting material or requesting further services. We may also ask you for information when you enter a competition or promotion sponsored by Cleaning Assurance Ltd and when you report a problem with our site.

(b) If you contact us, we may keep a record of that correspondence.

(c) We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.

(d) Details of your visits to our site including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access.

Our website and services are targeted at persons over the age of 18. If we have reason to believe that we hold personal data of a person under that age in our databases, we will delete that personal data.

Retaining and Deleting Data

All personal data will be retained for 12 months. At the end of this period it will be deleted from our systems if there has been no enquiry or contract placed with Cleaning Assurance Ltd within this 12 month period. However, this will also depend on any pending guarantee period, legal or insurance issue.

Updating your Information

Please let us know if the personal information that we hold about you needs to be corrected or updated.

IP addresses and cookies

We use session cookies which collect information for statistical data about our users' browsing actions and patterns, and does not identify any individual. The legal basis for processing the following information is our legitimate interests, namely the proper administration of our website and business.

We use Google Analytics to analyse the use of our website. Google Analytics gathers information about website use by means of cookies. The information gathered relating to our website is used to create reports about the use of our website. Google's privacy policy is available at:
<https://www.google.com/policies/privacy/>

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site.

Where we store your personal data

Cleaning Assurance does not transfer any personal data to countries outside of the European Economic Area (EEA).

The hosting facilities for our website are situated in the UK with Ginger Monkey Ltd.

All necessary steps will be taken to ensure that your data is treated securely and in accordance with this privacy policy. Therefore, once we have received your information, we will use strict procedures and security features to prevent unauthorised access.

Uses made of the information

We use information held about you in the following ways:

- (a) to ensure that content from our site is presented in the most effective manner for you and for your computer
- (b) to provide you with information, products or services that you request from us or which we feel may interest you
- (c) to carry out our obligations arising from any contracts entered into between you and us
- (d) to allow you to participate in interactive features of our service, when you choose to do so
- (e) to notify you about changes to our service.

The data that we collect may also be processed by staff who work for us in order to fulfil your order, process your payment details and provide support services.

Disclosure of your information

We do not exchange or sell your data to any third party web sites or external data suppliers.

We may disclose your personal data to our insurers and/or professional advisers limited to only as reasonably necessary, for the purposes of obtaining and maintaining insurance coverage, managing risks, obtaining professional advice and managing legal disputes.

Your rights

You have the right to ask us not to process your personal data for marketing purposes. We will inform you before collecting your data and request consent to use your data for such purposes. If you give consent, this can be withdrawn at any time using the unsubscribe button on the communication.

Access to information

You have a right to access information held about you. Your right of access can be exercised in accordance with GDPR. Any access request is free of charge and should be submitted to by email to info@cleaningassurance.com