



DATA PRIVACY POLICY

We are committed to protecting your privacy and we therefore ask that you please read our Privacy Policy before providing us with any personal information.

We have set out in our policy how and why we collect, store, process and share your personal data.

If you have any questions about this policy or your rights under this policy please contact our Data Protection Officer Matthew Hyett:

Address: 5 Rosebery close, Verwood, BH31 6DU

Telephone: 07840201451

Email: Kingfishers-cleaning@outlook.com

Our registered address is 5 Rosebery close, Verwood, BH316DU

company number is 13517802

Please be assured that except for the reasons listed below, we will not disclose your personal

HOW LONG WE KEEP PERSONAL INFORMATION

We will not keep any personal data about you for any longer than is necessary for the purposes for which the personal data are processed.

We follow a personal data retention policy which determines how long we keep specific types of personal information for. For further information about the criteria we use to determine what periods we keep specific information, please contact us.

Information to anyone else other than for the following reasons:

- Where we are required to do so by the courts or to comply with other legal, statutory and/or regulatory obligations including accounting and taxation requirements.
- To prevent and/or detect crime
- For credit reference purposes
- Conducting fraud checks

The personal data from you can include:

- Your name
- Address insert
- E-mail address
- Purchasing activities
- Credit/debit card details or other payment information
- Information you give when speaking to our customer service/sales team

Our business operates Monday to Friday 9-5 At times it is not possible to answer phone calls directly by staff and on these occasions, and on these occasions you should contact:

Kingfishers-cleaning@outlook.com

All customer records are removed once they are no longer active and have no purpose.

We may use your information for the following reasons:

- Processing of orders
- Obligations or contract requirements
- Views or comments on the service we provide
- Changes to our service
- Communication which you have requested, promotions, price changes, new products
- Customer accounts
- Customer refunds
- Improvement of our service, I.T and communication systems

Some of the measures we have in place to protect your personal data are:

- We enforce access controls to our building and files to keep your data safe
- Authorised access to data by specific staff who need it to carry out their job responsibilities
- Staff have been made aware of the regulations
- We enforce procedural safeguards in connection with the collection, storage and disclosure of personal data. We may occasionally ask for proof of identity before we share personal data with you
- Staff are aware and are responsible for keeping their password confidential and will not share it with anyone

You have a choice about whether or not you wish to receive information from us or have your personal data held by us. If you do not want your personal data held, no longer require our services or receive communication from us, then you can opt out by contacting email: Kingfishers-cleaning@outlook.com or telephone on: 07840201451, alternatively you can change your preferences at any time by contacting us in the same way.

The rights you have relating to your personal information and what happens to it. These are:

- Have your data processed in a fair, lawful and transparent way;
- Be informed about how your personal data is being used;
- Access to personal data we hold about you;
- Require us to correct any mistakes in your personal data;
- Require us to delete personal data concerning you in certain situations where there is no good reason for us to continue to process it;

- Request that we transfer your personal data to you or another service provider in a simple, structured format;
- Object in certain other situations to our continued processing of your personal data; and otherwise restrict or temporarily stop our processing of your personal data in certain circumstances.

The accuracy of your information is important to us. We are working on ways to make it easier to review and correct the information we hold about you. In the meantime, if you change email address, or any of the information we hold is inaccurate or out of date, please contact us by:

- Email: kingfishers-cleaning@outlook.com
- By writing to us at: 5 Rosebery close, Verwood, BH316DU
- By phone: 07840201451

You have the right to see the personal data we hold about you.

Read more about your rights by accessing this site:

- <https://ico.org.uk/for-the-public>

If you are unhappy with the way that we have processed or handled your data then you have a right to complain to the Information Commissioner's Office (ICO). The ICO is the supervisory body authorised by the Data Protection Act 2018 to regulate the handling of personal data within the United Kingdom. The contact details for the Information Commissioner's Office are:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF

Telephone: 0303 123 1113

Website: <https://ico.org.uk/concerns/>

this site:

- <https://ico.org.uk>
- **CHANGES TO OUR PRIVACY NOTICE**

Any changes we make to this privacy notice in the future will be posted on our website and, where possible and appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy notice.