

Claudia's Cleaning Services

Privacy Policy

Our contact details

Name: Claudia Popa

Phone Number: +44 7942 053288

E-mail: claudia-cleaning@outlook.com

Date: 17th January 2024

The type of personal information we collect

We currently collect and process the following information:

- First name
- Last name
- Mobile telephone number
- e-Mail address

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for the following reason

- To contact you in person

We use the information that you have given us in order to

- to discuss your cleaning needs, to notify you of our prices to achieve your cleaning needs and to arrange a day and time to come and deliver your cleaning services at your place of residence

We collect your personal information using a contact form on the website www.claudiascleaningservices.co.uk.

We need to collect or hold your information to contact you about making arrangements to perform our cleaning duties at your place of residence. We do not pass your personal information to any third-party organisation.

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing this information is

(a) **We have a contractual obligation.**

We rely on this lawful basis in order to deliver our cleaning services as agreed in the quotation that we supply.

How we store your personal information

Your information is securely stored on a personal computer or a mobile device.

We keep your first name, last name, mobile telephone number and e-Mail address for a period not exceeding 12 months. We will then remove your information by using the erasure facility of the personal computer or mobile device where your information is stored.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at claudia-cleaning@outlook.com or +44 7942 053288 if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at claudia-cleaning@outlook.com or +44 7942 053288

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>