

Privacy Policy

General

You are responsible for reviewing this policy so that you are aware of any changes to it. If you continue to use our website after the time our GDPR privacy policy will take effect (25.05.2018), you have accepted the changes.

Note: All Policies are reviewed annually, more frequently, or as necessary.

Background

This policy sets out how we collect, process and hold your personal data if you visit our website or provide personal data to us. This policy affects your legal rights and obligations so please read it carefully. If you have any questions, please contact us at admin@willowcleaners.co.uk

Willow Elite Cleaning Services Ltd is committed to being transparent about how it handles your personal information, particularly when it comes to protecting the privacy and security of your personal information and to meeting our data protection obligations under the General Data Protection Regulation (“GDPR”). The purpose of this privacy notice is to make you aware of how and why we will collect and use your personal information. This privacy notice applies to all future, current and former clients.

Data protection officer

Willow Elite Cleaning Services Ltd has appointed a data protection officer to oversee compliance with this privacy notice. If you have any questions about this privacy notice or about how we handle your personal information, please contact our

Office: 020 3900 1456

Email: dataprotection@willowcleaners.com

You have the right to make a complaint at any time to the Information Commissioner’s Office (ICO). We would, however, appreciate the chance to resolve your concerns before you approach the ICO, so please contact us in the first instance.

Data protection principles

Under the GDPR, there are six data protection principles that the Company must comply with. These provide that the personal information we hold about you must be:

- Processed lawfully, fairly and in a transparent manner.
- Collected only for legitimate purposes that have been clearly explained to you and not further processed in a way that is incompatible with those purposes.
- Adequate, relevant and limited to what is necessary, in relation to those purposes.

- Accurate and, where necessary, kept up to date.
- Kept in a form that permits your identification for no longer than is necessary for those purposes.
- Processed in a way that ensures appropriate security of the data.

Willow Elite Cleaning Services Ltd is responsible for and must be able to demonstrate compliance with, these principles.

Data we automatically collect

We use Google Analytics to monitor how our website is used. Google Analytics collects information anonymously and generates reports detailing information such as the number of visits to our website, where visitors come from, how long they remained on the website, and which pages they visited. Google Analytics places several persistent cookies on your computer's hard drive. These do not collect any personal data. If you do not agree to this, you can disable persistent cookies in your browser. This will prevent Google Analytics from logging the details of your visit.

Personal data we collect

Personal information is any information about an individual from which that person can be directly or indirectly identified. We collect, process, store and use personal data when you book a service with us including your name, address, contact number and email address, together with payment information in some circumstances. When you contact us by email or post, we may keep a record of the correspondence. You do not need to provide us with any personal data to view our website. All personal data that you provide to us must be true, complete, and accurate.

We do not collect any personal information that requires a special higher level of protection such as an individual's racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, health, sex life or sexual orientation and genetic and biometric data.

Lawful processing of your data

We will use your personal data in order to comply with our contractual obligation to supply you with the service you have booked, including to contact you with any information relating to the service, and to deal with any questions, comments or complaints you have in relation to the service.

Who do we share your data with?

We may share your personal data with any service providers that we may appoint to perform functions on our behalf, including IT service providers, accountants, auditors and lawyers.

Where we hold and process your personal data

All our data is stored on an encrypted server/software accessed only by authorised office staff. We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

Your rights

You have the right to obtain from us a copy of the personal data that we hold for you, and to require from us to correct errors in the personal data if it is inaccurate or incomplete.

You also have the right at any time to require us to delete your personal data. If you further are unsure about why we are processing your personal data for the reasons set out above, or what we are doing with it, please ask our Data Protection Officer on admin@willowcleaners.co.uk , they would be happy to provide more information.

You will not have to pay a fee to access your personal data. However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive.