

## **Data Privacy Notice and Policy**

### **Introduction**

We take your privacy very seriously and we ask that you read this privacy notice carefully as it contains important information on who we are, how and why we collect, store, use and share your personal data, your rights in relation to your personal data and how to contact us.

### **About us**

Meadows Cleaning and Maintenance Ltd is a professional window cleaning company based in the North West of England. Providing various domestic and commercial window cleaning and maintenance services. Meadows Cleaning and Maintenance Ltd collects, uses and is responsible for certain personal data about our customers and service users. When we process personal data we are required to comply with data protection regulations and we are responsible as a data controller of that personal data for the purposes of those laws.

### **The personal data we collect and use**

We may collect the following personal data from potential and actual customer and service users:

- Information that you provide to us such as your name, address, telephone number, email address, bank account and payment card details;
- Information about the services that we provide you (including for example, the things we have provided to you, when and where, what you paid, the way you used our services);
- Information about whether or not you want to receive marketing communications from us;

### **Our Legal basis for processing your personal information**

Whenever we process your personal information we have to have something called a “legal basis” for what we do. The different legal bases we rely on are:

- **Consent:** You have told us you are happy for us to process your personal information for a specific purpose;
- **Legitimate interests:** The processing is necessary for us to conduct our business, but not where our interests are overridden by your interests or rights;
- **Performance of a contract:** We must process your personal information in order to be able to provide you with one of our services;
- **Public information:** Where we process personal information which you have already made public;
- **Legal obligation:** We are required to process your personal information by law.

We never share any of the personal information we hold with any 3<sup>rd</sup> parties.

You are able to opt-out of receiving communications from us at any time by contacting us. Whilst you remain an ongoing customer of Meadows Ltd, communication is imperative for billing purposes and to communicate arrangements of our ongoing services.

### **How long your personal data will be kept**

We will hold your personal data for as long as you are a customer and are paying for regular services or products. You have a right to ask us for more information about the safeguards we have put in place as mentioned above. To learn more, please see ‘Your rights’ below.

## Your rights

You have legal rights under data protection regulation in relation to your personal data. These are set out under the below headings:

- To access personal data
- To correct / erase personal data
- To restrict how we use personal data
- To object to how we use personal data
- To ask us to transfer personal data to another organisation
- To find out more about how we use personal data

We may ask you for proof of identity when making a request to exercise any of these rights. We do this to ensure we only disclose information or change your details where we know we are dealing with the right individual.

We will not ask for a fee, unless we think your request is unfounded, repetitive or excessive. Where a fee is necessary, we will inform you before proceeding with your request.

We aim to respond to all valid requests within one month. It may however take us longer if the request is particularly complicated or you have made several requests. We will always let you know if we think a response will take longer than one month. To speed up our response, we may ask you to provide more detail about what you want to receive or are concerned about.

We may not always be able to fully address your request, for example if it would impact the duty of confidentiality we owe to others, or if we are otherwise legally entitled to deal with the request in a different way.

**To access personal data** - You can ask us to confirm whether we have and are using your personal data. You can also ask to get a copy of your personal data from us and for information on how we process it.

**To rectify / erase personal data** - You can ask that we rectify any information about you which is incorrect. We will be happy to rectify such information but would need to verify the accuracy of the information first.

You can ask that we erase your personal data if you think we no longer need to use it for the purpose we collected it from you.

You can also ask that we erase your personal data if you have either withdrawn your consent to us using your information (if we originally asked for your consent to use your information) or exercised your right to object to further legitimate use of your information, or where we have used it unlawfully or where we are subject to a legal obligation to erase your personal data.

We may not always be able to comply with your request, for example where we need to keep using your personal data to comply with our legal obligation or where we need to use your personal data to establish, exercise or defend legal claims.

**To restrict our use of personal data** - You can ask that we restrict our use of your personal data in certain circumstances, for example:

- where you think the information is inaccurate and we need to verify it;
- where our use of your personal data is not lawful but you do not want us to erase it;

- where the information is no longer required for the purposes for which it was collected but we need it to establish, exercise or defend legal claims; or
- where you have objected to our use of your personal data but we still need to verify if we have overriding grounds to use it.

**To object to use of personal data** - You can object to any use of your personal data which we have justified on the basis of our legitimate interest, if you believe your fundamental rights and freedoms to data protection outweigh our legitimate interest in using the information. If you raise an objection, we may continue to use the personal data if we can demonstrate that we have compelling legitimate interests to use the information.

**To contest decisions based on automatic decision making** - if we made a decision about you based solely by automated means (i.e. with no human intervention), and the decision made by us produces a legal effect concerning you, or significantly affects you, you may have the right to contest that decision, express your point of view and ask for a human review. These rights do not apply where we are authorised by law to make such decisions and have adopted suitable safeguards in our decision-making processes to protect your rights and freedoms.

#### **You can contact us for more information**

- Email Craig Meadows at [craig@meadowsltd.co.uk](mailto:craig@meadowsltd.co.uk)
- Write to Craig Meadows at: 24 Anderby Walk, Westhoughton, Bolton, BL5 3BW
- Please let us have enough information to identify you, e.g. name and address;
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill); and
- let us know the information to which your request relates.

#### **Keeping your personal data secure**

We have appropriate security measures in place to prevent personal data from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal data to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

#### **Our supervisory authority**

If you are not happy with the way we are handling your information, you have a right to lodge a complaint with the Information Commissioners Office. It has enforcement powers and can investigate compliance with data protection regulation ([www.ico.org.uk](http://www.ico.org.uk)).

We ask that you please attempt to resolve any issues with us before the ICO.