

## PRIVACY POLICY

### Privacy & Cookies

In accordance with the General Data Protection Regulation (GDPR), we have implemented this privacy notice to inform you of the data we process about you. We also include within this notice, the reasons for processing your data, the lawful basis that permits us to process it, how long we keep for your data for and your rights regarding your data. This notice applies to clients, suppliers and subcontractors of Look Commercial Cleaning Ltd. DATA PROTECTION PRINCIPLES Under GDPR, all personal data obtained and held by us must be processed according to a set of core principles. In accordance with these principles, we will ensure that:

- a) processing is fair, lawful and transparent
- b) data is collected for specific, explicit and legitimate purposes
- c) data collected is adequate, relevant and limited to what is necessary for the purposes of processing
- d) data is kept accurate and up to date. Data which is found to be inaccurate will be rectified or erased without delay
- e) data is not kept for longer than is necessary for its given purpose
- f) data is processed in a manner that ensures appropriate security of personal data including protection against unauthorised or unlawful processing, accidental loss, destruction or damage by using appropriate technical or organisation measures
- g) we comply with the relevant GDPR procedures for international transferring of personal data

### **The information we collect**

The only personal information we collect on our Website is the personal information that you chose to provide to us which is mainly company addresses and site contact details. This information may include:

- Your name and postal address
- Your email address
- Your contact telephone number

#### Bank Details

We do not request you to give your personal information only information relation to premises we may be asked evaluate in providing a detailed quote for work you require us to undertake.

When you visit our Website, our Website may also automatically record your IP address and other information which is not personal information.

### **Use of Your Information**

We use the information that we collect from you to provide our services to you. In addition to this we may use the information for one or more of the following purposes:

- i. To provide information to you that you request from us relating to our products or services.
- ii. To provide information to you relating to other products that may be of interest to you. Such additional information will only be provided where you have consented to receive such information.
- iii. To inform you of any changes to our website, services or goods and products.
- iiii. We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided. If you have previously purchased goods or services from us we may provide to you details of similar goods or services, or other goods and services, that you may be interested in.

#### **WHO WE SHARE YOUR INFORMATION WITH AND WHY**

Employees within our company who have responsibility for activities relating to carrying out the contract will have access to your data that is relevant to their function. All employees with such responsibility have been trained in ensuring data processing is in line with GDPR. Data is shared with third parties for the following reasons:

- Payment processing
- Technical support for our website and other business systems

We may also share your data with third parties for other reasons to comply with a legal obligation upon us.

We do not share your data with bodies outside of the European Economic Area.

#### **Disclosing your personal information**

In the event that we are sold to a third party or undergo any restructuring.

Other than as set out above we will not pass your personal information on to a third party unless required by law or regulation for example in respect of the prevention of fraud or a crime.

#### **HOW LONG WE KEEP YOUR INFORMATION**

We only keep your data for as long as we need it for. The length of time we retain your data is determined by a number of factors including the purpose for which we use that information and our obligations under other laws. **WHAT ARE YOUR RIGHTS** You have the following rights in relation to the personal data we hold on you:

- Right of access – to request access to your personal information and information about how we process it Look Commercial Cleaning Ltd Privacy Notice Look Commercial Cleaning Ltd Privacy Notice Issue No: 1.00 Issue Date: 31/05/2021.
- Right to rectification – to have your personal information corrected if it is inaccurate and to have incomplete personal information completed
- Right to erasure – to have data deleted in certain circumstances
- Right to restrict the processing of the data

- Right to transfer the data we hold on you to another party – This is also known as ‘data portability’
- Right to object to the inclusion of any information
- Right to regulate any automated decision-making and profiling of personal data CONSENT Where you have provided consent to our use of your data, you also have the right to withdraw that consent at any time. This means that we will stop processing your data.

## **CONTACT**

Questions regarding this Privacy Notice or the privacy practices of Look Commercial Cleaning Ltd generally can be mailed or emailed to: **Dermayne McCalla**, Data Protection Officer, at [dermayne@lookcleaning.co.uk](mailto:dermayne@lookcleaning.co.uk)