

Privacy Policy

Effective Date: 3/7/26

Privacy Policy

Keraclean is committed to protecting your privacy and handling your personal information responsibly. This Privacy Policy explains what information we collect, how we use it, and your rights.

Information We Collect

When you contact us or request a quote through our website, we may collect:

- Your name
- Email address
- Telephone number
- Property address or postcode
- Details about the cleaning services you require
- Photos you upload to help us provide an accurate quotation
- Any additional information you choose to provide

How We Use Your Information

We use your information to:

- Provide quotations for our services
- Contact you regarding your enquiry
- Arrange appointments
- Deliver our cleaning services
- Improve our customer service

We will only use your information for legitimate business purposes and will never sell your personal information.

Photo Uploads

Photos submitted through our online quote form are used solely to assess the work required and provide an accurate quotation. They are treated as confidential and are not shared with third parties except where necessary to operate our website or quote request system.

Data Security

We take reasonable steps to protect your personal information from unauthorised access, loss or misuse.

Third-Party Services

Our website may use trusted third-party services, such as our website provider and online quote form provider, to process enquiries securely. These providers process your information on our behalf in accordance with their own privacy policies.

Cookies

Our website may use cookies to improve your browsing experience and analyse website traffic. You can manage or disable cookies through your browser settings.

Your Rights

Under UK data protection law, you have the right to:

- Request access to the personal information we hold about you.
- Request correction of inaccurate information.
- Request deletion of your personal information where appropriate.
- Withdraw consent where applicable.

To exercise any of these rights, please contact us using the details below.

Contact Us

If you have any questions about this Privacy Policy or how we handle your personal information, please contact:

Keraclean

Email: info@keraclean.co.uk

Telephone: 07496686791

Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be published on this page.