

WILLIAMS WINDOWS – EXTERIOR CLEANING PRIVACY NOTICE

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Background:

Williams Windows – Exterior Cleaning understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all of our data subjects and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

1. Information About Us

Williams Windows – Exterior Cleaning

Registered, postal & main trading address: 111 Aylestone Lane Wigston LE18 1BB

Data Protection Officer: Williams Windows – Exterior Cleaning

Email address: williamswindows19@gmail.com

Telephone number: 07496795046

2. What Does This Notice Cover?

This Privacy Information explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

3. What is Personal Data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

The personal data that we use is set out in Part 5, below.

4. **What Are My Rights?**

Under the GDPR, you have the following rights, which we will always work to uphold:

- a) The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 11.
- b) The right to access the personal data we hold about you. Part 11 will tell you how to do this.
- c) The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part 12 to find out more.
- d) The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have. Please contact us using the details in Part 12 to find out more.
- e) The right to restrict (i.e. prevent) the processing of your personal data.
- f) The right to object to us using your personal data for a particular purpose or purposes.
- g) The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to reuse with another service or business in many cases.
- h) Rights relating to automated decision-making and profiling. We do not use your personal data in this way.
- i) The Right to withdraw consent. This means whenever you have given us your consent to use your personal data, you have the right to change your mind at any time and withdraw that consent.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 11.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

5. **What Personal Data Do You Collect?**

We may collect some or all of the following personal data (this may vary according to your relationship with us);

- Name
- Address
- Email address
- Telephone number
- Mobile phone number
- Bank details when making payment for a service
- Information about your preferences regarding your requirements for work undertaken by Grant's Cleaning Services

Your personal data is obtained from the following third parties:

- GoCardless

6. Purpose of processing and legal basis

The Company will collect your personal data (which may include sensitive personal data) and will process your personal data for the purposes of providing you with work-finding services and/or supplying/introducing Clients to work seekers. The legal bases we rely upon to offer these services to you are:

- Consent
- Legitimate interest
- Legal obligation
- Contractual obligation

7. How Do You Use My Personal Data?

Under the GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it. Your personal data is required to;

- To complete work requested by you as the Customer or Client
- To manage our Customer or Client data base
- To obtain employment references or testimonials from you as the Customer or Client
- To maintain our Company accounts and records
- To communicate with you. This may include responding to emails, calls or text messages from you and to provide you with relevant details to regarding the services we will provide
- To respond effectively to enquirers and handle complaints
- To provide you with information regarding special offers if you have allowed us to do so through your marketing preferences

With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email, telephone, text message and/or post with information regarding special offers or promotions we have available, news or information regarding our Customers or Clients and their requests.

You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

8. How Long Will You Keep My Personal Data?

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for the following periods (or, where there is no fixed period, the following factors will be used to determine how long it is kept):

- We will retain your personal data only for as long as is necessary. Different laws require us to keep different data for different periods of time.
- Where the Company has obtained your consent to process your personal and/or sensitive personal data, we will do so in line with our retention policy.

9. How and Where Do You Store or Transfer My Personal Data?

We will only store or transfer your personal data within the European Economic Area (the “EEA”). The EEA consists of all EU member states, plus Norway, Iceland, and Liechtenstein. This means that your personal data will be fully protected under the GDPR or to equivalent standards by law.

The security of your personal data is essential to us, and to protect your data, we take a number of important measures, including the following:

- Encryption of your data during digital storage
- Encryption when transferring your personal data to a third party via email

10. **Do You Share My Personal Data?**

Williams Windows – Exterior Cleaning collects personal information from you when you ask us to complete one of our services. Your personal data will be treated as strictly confidential and will only be shared with others in order to carry out connected with our business.

We will only share your data with the following third parties outside of the company with your consent.

- GoCardless (direct debit provider)

If any of your personal data is required by a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law, as described above in Part 7.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

11. **How Can I Access My Personal Data?**

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a “subject access request”.

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 12. To make this as easy as possible for you, a Subject Access Request Form is available for you to use (please request this from ourselves). You do not have to use this form, but it is the easiest way to tell us everything we need to know to respond to your request as quickly as possible.

There is not normally any charge for a subject access request. If your request is ‘manifestly unfounded or excessive’ (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request within 30 days or less. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

12. **How Do I Contact You?**

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details for the attention of Williams Windows – Exterior Cleaning:

Email address: williamswindows19@gmail.com

Telephone number: 07496795046

Postal Address: Williams Windows – Exterior Cleaning, 111 Aylestone Lane

13. **Changes to this Privacy Notice**

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be made available via our website or via email.