

Phoenix Cleaning Contracts Ltd

GDPR & Privacy Policy

Our contact details

Name: Phoenix Cleaning Contracts Ltd

Address: 142 High Street, Lee on the Solent, Hampshire, PO13 9DD

Phone Number: 02392 551792

E-mail: phoenixcc@hotmail.co.uk

The type of personal information we collect

We currently collect and process the following information:

- Customer personal information in the form of names, addresses, telephone numbers and emails
- Customer home information such as unbolted gates, hidden keys, property access etc

How we get the personal information and why we have it

Most of the personal information we receive, and process is provided to us directly by the customer for one of the following reasons:

- Customers provide us with phone numbers so we can notify them of our attendance date and time.
- Customers provide us with details of their property so we can gain access

We do not receive personal information indirectly from any other sources.

We do not share this information with any other business.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Customers consent. They are able to remove their consent at any time. You can do this by contacting us via email or phone.

(b) We have a contractual obligation.

(c) We need it to perform a task.

(d) We have a legitimate interest

How we store your personal information

All customer information is securely stored in a password protected database in Dropbox and a company mobile phone of customer phone numbers.

We keep personal information for the period of their custom. We will then dispose of information by deleting the information from the database.

Ownership of customer data

Customer data and personal information obtained by its employees is owned and protected by Phoenix Cleaning Contracts Ltd. Staff are lawfully not permitted to copy, abuse or share customer information with anyone outside Phoenix Cleaning Contracts Ltd.

Employees are under an implied duty of fidelity, meaning that failure to comply will result in gross misconduct and possible dismissal.

Ex-employees who unlawfully access, share and keep customer information to 'poach' customers either for their own new business, share with a new employee or sell to an external company are liable to fines of up to £5000 in a magistrates court or an unlimited fine in a Crown Court. Tougher sanctions are currently being sought that include prison sentences for breached that threaten an individuals safety, rights or freedom.

See the following provisions:

- Our non-poaching policy to stop employees poaching former colleagues – see 'Poaching' policy
- Our non-solicitation policy, to stop employees or ex-employees stealing customers information with the intention to steal customers – See 'Poaching' Policy
- Our confidential information policy which prevents the sharing of customer information with anyone outside of Phoenix Cleaning Contracts Ltd (this document)

Breaches will be acted on immediately through the correct legal channels.

Data protection rights

Under data protection law, customers have rights including:

Right of access - They have the right to ask us for copies of the personal information held.

Right to rectification - They have the right to ask us to rectify personal information they think is inaccurate. They also have the right to ask us to complete information they think is incomplete.

Right to erasure - They have the right to ask us to erase their personal information in certain circumstances.

Right to restriction of processing - They have the right to ask us to restrict the processing of their personal information in certain circumstances.

Right to object to processing - They have the the right to object to the processing of their personal information in certain circumstances.

Right to data portability - They have the right to ask that we transfer the personal information they gave us to another organisation, or to them, in certain circumstances.

They are not required to pay any charge for exercising their rights. If they make a request, we have one month to respond

How to complain

If customers have any concerns about the use of their personal information, they can make a complaint to us at phoenixcc@hotmail.co.uk.

They can also complain to the ICO if they are unhappy with how we have used their data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>