



CLEANCOMPLETE

understanding your time is precious

Privacy Policy

Last updated

July 2026

1. Who we are

Clean Complete UK Limited ("Clean Complete", "we", "us" or "our") is the controller responsible for the personal information described in this Privacy Policy.

Company number: 11872277

Registered office: 167–169 Great Portland Street, 5th Floor, London, England, W1W 5PF

Email: info@cleancompleteuk.com

2. Personal information we collect

We may collect names, addresses, telephone numbers, email addresses, billing and payment records, booking details, quotations, agreements, invoices, correspondence, complaints, service history, property access instructions and information relevant to safely providing the agreed cleaning service. We may also hold property-condition or completion photographs where reasonably necessary.

3. Sensitive information

A client, family member or authorised representative may sometimes tell us information about health or other sensitive circumstances because it affects communication, access, safety or service planning. Health information is special category data. We aim to record only what is genuinely necessary and, where possible, a practical service instruction rather than detailed medical information. Where we process special category data, we identify both an appropriate lawful basis and an additional condition required by UK data protection law.

4. How we collect information

We collect information through enquiries, telephone calls, email, website forms, site visits, quotations, agreements and delivery of our services. We may also receive information from an authorised representative, family member, business contact or another person arranging a service.

5. How and why we use information

We use personal information to respond to enquiries and prepare quotations; arrange, manage and provide cleaning services; communicate about bookings, access and changes; manage contracts, invoices and payments; maintain appropriate service and property-condition records; protect staff, clients and property; deal with complaints, incidents and legal claims; maintain accounting and business records; and comply with legal obligations.

6. Our lawful bases

Depending on the purpose, we may rely on **contract** to take steps requested before a contract or perform a contract; **legal obligation** where the law requires processing; **legitimate interests** for proportionate business administration, service records, security, complaint handling and protection of legal rights, after considering individuals' interests and rights; **consent** where we offer a genuine optional choice, such as optional marketing use of suitable photographs; and, in limited circumstances, **vital interests** where necessary to protect someone's life.

7. Property photographs

We may take photographs where reasonably necessary to document pre-existing property condition, damage, cleaning limitations or work completed. We aim to avoid people, personal documents, medication labels, screens and other unnecessary personal information. Property-record photographs are not automatically used for marketing. Marketing or social media use is handled separately and, where we rely on consent, refusing consent will not affect the cleaning service.

8. Sharing personal information

We may share information where necessary with authorised staff and cleaners; accountants, bookkeepers and professional advisers; payment, invoicing, accounting, email, website, cloud storage and IT providers acting for us; insurers and claims handlers; legal or debt recovery advisers; and regulators, courts, law enforcement or public authorities where required or lawfully requested. We do not sell personal information.

9. International transfers

Some technology or cloud providers may process personal information outside the UK. Where UK data protection law requires safeguards for an international transfer, we will use an appropriate lawful transfer mechanism or another permitted basis.

10. Retention

We keep personal information only for as long as reasonably necessary for the purpose collected and for legal, accounting, insurance and claims requirements. Routine enquiries that do not become clients are normally reviewed for deletion after 12 months. Core client contracts, quotations, invoices and service records may normally be retained for up to 7 years where needed for tax, accounting or legal purposes. Property photographs are reviewed and deleted when no longer needed for service records, complaints or legal protection. Access codes are deleted when no longer required. A specific dispute, claim or legal requirement may justify a different period.

11. Security

We use appropriate organisational and technical measures designed to protect personal information, including access controls, password-protected systems, secure devices and accounts, appropriate business and cloud systems, confidentiality requirements and secure deletion or disposal. Access codes, keys and sensitive property information are restricted to people who need them for the service.

12. Your rights

Depending on the circumstances and lawful basis, you may have rights to be informed; access your personal information; correct inaccurate information; request erasure; request restriction; object to certain processing; receive certain information in a portable format; and withdraw consent where we rely on consent. These rights are subject to legal conditions and exemptions. To exercise a right, email us. We may need to confirm your identity.

13. Marketing

We send electronic direct marketing only where permitted by applicable data protection and electronic communications law. You can object to direct marketing or change your marketing preference at any time.

14. Personal data breaches

If personal information is accidentally or unlawfully lost, altered, destroyed, disclosed or accessed, we will assess and contain the incident, keep an appropriate record and notify the Information Commissioner's Office and affected individuals where the law requires us to do so.

15. Complaints

Please contact us at info@cleancompleteuk.com if you have a privacy concern. You also have the right to complain to the Information Commissioner's Office (ICO), the UK's data protection regulator.

16. Changes to this policy

We may update this Privacy Policy to reflect changes to our services, systems or legal obligations. The current version will be made available on our website and the last-updated date will be changed when revised.