

**Privacy Policy**

**This Privacy Policy sets out how we gather, use and protect any information that you give to us when you use our services, this can be directly or via a third party, such as a Letting Agent, which we will detail below.**

**Indirect Information Gathering**

We may be contacted via a third party to carry out some end of tenancy carpet cleaning work, of which you will have been notified about as part of your End of Tenancy Agreement, which is between yourself and your letting company. You may also contact us directly for the same and the information gathered will include the property address, contact details for yourself (to arrange access) or contact to liaise directly with the Letting Agent. We may also be contacted by agents directly if the property is unoccupied, for example, between lettings. This would mean liaison between ourselves and the agency only.

Links to the Letting Agents we deal with:

<https://move.uk.net>

<https://www.michaeltuck.co.uk/>

<https://www.thepropertycentres.co.uk/>

<http://www.philip-pugh.co.uk/>

<http://www.peterball.co.uk/>

<https://www.charterhouse4homes.co.uk/>

**Direct Information Gathering**

We will be gathering information about you personally either as registration records or as cookies if you wish to purchase from us, register with us, log in or to post comments on this website or on our Facebook Business Page. Some cookies are not essential but help this website to remember you when you visit us again and thereby increase the efficiency of your next visit.

**Your control**

You have control over the information we collect from you, either based on your web browser setting controlling the use of cookies or by seeking permission from you.

Depending on your individual settings many web browsers automatically accept some cookies, but you can modify your browser setting to decline cookies if you prefer. However this may prevent you from taking full advantage of the website.

**Permission**

By accessing this website you agree to the reasonable processing of your personal data by us for the purposes of providing you with the services you request.

We obtain your consent to the processing of information about you. Consent for the direct purpose for which you supply your data will be inferred from the situation in which you give this information. For example if you register with us you will necessarily be supplying us information against which we can identify you at future log ins.

However in respect of taking your personal contact information from you for the purposes of direct marketing products to you or sharing your data with others we will give you the option of not accepting such use. In those instances we will hold information showing that you have made such an election.

**Facebook Business Page**

Churchdown Carpet & Upholstery Cleaning is used both by you as a Customer, and by ourselves, when responding to a booking or enquiry request.

The information you provide to us on a direct message is recorded once you have confirmed you would like to use our services. This is written out on a Job Order form with your contact details, address and carpets or upholstery that require cleaning.

More information on Facebook’s Business Policies for GDPR can be found here

<https://www.facebook.com/business/gdpr>

**Direct phone calls**

Churchdown Carpet & Upholstery Cleaning received daily phone call enquiries from customers. We record you name, property address (if given) and nature of your enquiry in paper form. We also note costings / quotation relevant to each enquiry. If you do not continue to use our services after this stage your paperwork is securely destroyed after one month.

**What we might collect**

Depending on the type of contact we have with you (for example whether you are registering with us or you are merely browsing) we might collect the following types of information:

- Identification of your past and current visits by finding and using cookies residing on your machine (this is applicable to our website and Facebook)

- Name, address, telephone number, email address

- Demographic information such as post code and access information

- Data about your property relevant to the cleaning service you require

**What we do with the information we gather**

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping

- HMRC accounting records. We do not include your personal addresses or contact number within our accounts records, just a name and the work that was carried out with costing.

- Access to personal information is limited only to those with a strict need to know basis.

**Time Frame**

We require information from you to understand your needs and provide you with the service you have requested. Details on the work we have carried out for you are documented in paper form and destroyed after 2 years.

We never pass your details on to any other third party for marketing or any other purposes. The only exception to this statement is for a bad debt recovery where we would provide personal information to the County Court after being unsuccessful in receiving payment for works completed. This is exceptionally rare and has only happened 2 times in our 5 years of trading as we know we do generally have smashing customers ☺

**Consent Withdraw & Right to Erasure**

The GDPR introduces a right for individuals to have personal data erased.

The right to erasure is also known as ‘the right to be forgotten’.

Individuals can make a request for erasure verbally or in writing via the contact information at the bottom of this document. We will respond within one month to a request.

We have procedures to erase information as requested by the individual. This would include deletion of any correspondence via our website, email or paper documentation. If we consider that a request that is manifestly unfounded or excessive we will request a reasonable administrative fee of £25, which upon receipt we will deal with the request within one month.

**Contact Details**

**Churchdown Carpet & Upholstery Cleaning is made up of a Partnership between Nicholas Boast and Rebecca Boast (Data Compliance partner)**

**Address: 106 Melville Road, Churchdown, Glos GL3 2RG.**

**Contact numbers: 01452 854001 / 07881 805949**

Email address [info@churchdowncarpetcleaning.co.uk](mailto:info@churchdowncarpetcleaning.co.uk)

**√ General Data Protection Regulation training undertaken on Wednesday 18th May 2018 at the Growth Hub Gloucester. Delivered by Iain Garfield, Partner, Bretherton Price & Elgoods Solicitors, Cheltenham.**

**√ Churchdown Carpet & Upholstery Cleaning registered with the I.C.O. on 17th May 2018 Reference: A8308143**