

Clear Interiors Privacy and Data Protection Policy

Last updated May 2018

Clear Interiors holds some data about you. This policy outlines how that information is used, who we may share that information with and how we keep it secure. This notice does not provide exhaustive detail. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to hello@clearinteriors.com. We keep our Privacy and Data Protection Policy under regular review.

What Do We Do?

Clear Interiors provides professional cleaning services in Norfolk. This includes domestic, commercial and other ad hoc cleaning or domestic services such as ironing.

How Do We Obtain Your Personal Data?

Customer Data

You provide us with personal data in the following ways:

- By booking an appointment through our online booking form
- By providing data to us during an initial appointment
- By email, phone, text, or post
- By making card or direct debit payments online
- By setting up a direct debit mandate with us

Staff Data

You provide us with personal data in the following ways:

- By completing an online application form for Clear Interiors job vacancies
- By responding to a job advert via a third party site like Indeed or Gumtree
- By providing information to us during an interview
- By email, phone, text, or post
- By completing new employee forms
- By providing copies of ID and driving licenses

What data do we collect?

Customer Data

- Names
- Addresses

- Contact details
- Bank details
- Partial credit and debit card details
- Home security alarm codes

Staff Data

- Names
- Addresses
- Contact details
- Bank details
- ID and driving licenses
- Date of Birth
- National Insurance number
- Medical information about staff when this relates to absence or adaptations at work and may include doctors notes

We use this information in order to provide you with our professional cleaning services and to legally employ staff, oversee their work and provide effective training and management. This means that the legal basis of our holding your personal data is for legitimate interest.

Following final cancellation of our services, all customer personal data will be deleted within 2 weeks. With staff data, we hold this for 2 years. This enables us to process any complaint you may make. In this case the legal basis of our holding your personal data is for contract administration.

How do we use your personal data?

We act as a data controller for use of your personal data to provide professional cleaning services and act as an employer for our staff, processing pay, overseeing and managing their work. We also act as a controller and processor in regard to the processing of your data from third parties such as various software companies whose products we use in order to deliver our service. We act as a data controller and processor in regard to the processing of online payments.

We undertake at all times to protect your personal data, in a manner which is consistent with our duty of professional confidence and the requirements of the General Data Protection Regulation (GDPR) concerning data protection. We will also take reasonable security measures to protect your personal data storage.

We may use your personal data where there is an overriding public interest in using the information e.g. in order to safeguard an individual, or to prevent a serious crime. Also where there is a legal requirement such as a formal court order. We may use your data for marketing purposes such as newsletters but this would be subject to you giving us your express consent.

Do you share information with other organisations?

We will keep information about you confidential. We will only disclose your information with other third parties with your express consent with the exception of the following categories of third parties:

- Any contractors and advisors that provide a service to us or act as our agents on the understanding that they keep the information confidential
- Anyone to whom we may transfer our rights and duties under any agreement we have with you
- Any legal or crime prevention agencies and/or to satisfy any regulatory request if we have a duty to do so or if the law allows us to do so

What are your rights?

Every individual has the right to see, amend, delete or have a copy of data held that can identify you, with some exceptions. You do not need to give a reason to see your data.

If you want to access your data you must make a subject access request in writing to hello@clearinteriors.co.uk. Under special circumstances, some information may be withheld. We shall respond within 20 working days from the point of receiving the request and all necessary information from you. Our response will include the details of the personal data we hold on you including:

- Sources from which we acquired the information
- The purposes of processing the information
- Persons or entities with whom we are sharing the information

You have the right, subject to exemptions, to ask to:

- Have your information deleted
- Have your information corrected or updated where it is no longer accurate
- Ask us to stop processing information about you where we are not required to do so by law.
- Receive a copy of your personal data, which you have provided to us, in a structured, commonly used and machine readable format and have the right to transmit that data to another controller, without hindrance from us.
- Object at any time to the processing of personal data concerning you

We do not carry out any automated processing, which may lead to automated decision based on your personal data.

If you would like to invoke any of the above rights then please write to the Data Controller at 105a Portersfield Road, Norwich, Norfolk, NR2 3JX or email hello@clearinteriors.co.uk.

What safeguards are in place to ensure personal data is secure?

We only use information that may identify you in accordance with GDPR. This requires us to process personal data only if there is a legitimate basis for doing so and that any processing must be fair and lawful.

We ensure the information we hold is kept in secure locations, restrict access to information to authorised personnel only, protect personal and confidential information held on equipment such as laptops with encryption (which masks data so that unauthorised users cannot see or make sense of it). We ensure external data processors that support us are legally and contractually bound to operate and prove security arrangements are in place where data that could or does identify a person are processed.

If you have a complaint regarding the use of your personal data then please contact us by writing to the Data Controller at 105a Portersfield Road, Norwich, Norfolk, NR2 3JX or email hello@clearinteriors.co.uk and we will do our best to help you.

If your complaint is not resolved to your satisfaction and you wish to make a formal complaint to the Information Commissioner's Office (ICO), you can contact them on 01625 545745 or 0303 1231113.