

# Privacy Notice

## Introduction

This privacy notice provides you with details of how we collect and process your personal data through your use of our site [www.dmcleaning.co.uk](http://www.dmcleaning.co.uk)

DM Cleaning Services is the data controller and we are responsible for your personal data (referred to as "we", "us" or "our" in this privacy notice).

### Contact Details

Our full details are:

Full name business: DM Cleaning Services

Email address: [dmcleaning02@gmail.com](mailto:dmcleaning02@gmail.com)

Postal address: **DM Cleaning Services, 22 Dace Grove, Stoke on Trent. ST6 7PR**

Telephone number: **07904 123269**

It is very important that the information we hold about you is accurate and up to date. Please let us know if at any time your personal information changes by emailing us at [dmcleaning02@gmail.com](mailto:dmcleaning02@gmail.com)

## What type of information we have

We currently collect and process the following information:

- Name
- Address
- Telephone Number
- Email Address
- Any questions, queries or feedback you leave
- Photos

## How we get the information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To provide a service to you.
- To provide you with the information, products and services that you request from us.
- To provide you with information about other products and service that we offer that are similar to those you have enquired about.
- To provide a quotation.
- To schedule works.

- To request payment and provide invoices.
- Contact you about your service/quotation
- Communication Data that includes any communication that you send to us whether that be through the contact form on our website, through email, text, social media messaging, social media posting or any other communication that you send us. We process this data for the purposes of communicating with you for quotations, bookings and annual reminders, for record keeping or to allow you to participate in interactive features on our website, when you choose to do so.
- Customer Data that includes data relating to any purchases of goods and/or services such as your name, title, billing address, delivery address email address, phone number, contact details, purchase details. We process this data to supply the goods and/or services you have purchased and to keep records of such transactions. Our lawful ground for this processing is the performance of a contract between you and us and/or taking steps at your request to enter into such a contract.
- To notify you about changes to our service/website.

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

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting D Miles 07904123269 or email [dmcleaning02@gmail.com](mailto:dmcleaning02@gmail.com)

(b) We have a contractual obligation.

It is your choice what personal information you give us, but if you don't supply some required information, we may not be able to provide you with the service.

### **Sensitive Data**

We do not collect any Sensitive Data about you. Sensitive data refers to data that includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data. We do not collect any information about criminal convictions and offences.

### **Payment information**

DM Cleaning Services does not store any payment information, such as account numbers, sort codes or card details.

## **What we do with the information we have**

We use the information that you have given us in order to schedule work via Squeegee Planner who use Industry standard TLS encryption when data is transferred to and from the Squeegee servers that support 256-bit, industry standard security in order to provide a service to you, provide quotation, invoices, for accountancy recording purposes and to communicate with you.

Our website is on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

Wix uses cookies for important reasons, such as:

- To provide a great experience for your visitors and customers.
- To identify your registered members (users who registered to your site).
- To monitor and analyse the performance, operation and effectiveness of Wix's platform.
- To ensure our platform is secure and safe to use.

## **How we store your information**

Your information is securely stored securely on encrypted devices

We have put in place security measures to prevent your personal data from being accidentally lost, used, altered, disclosed, or accessed without authorisation. We also allow access to your personal data only to those employees, partners or processors who have a business need to know such data.

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

For tax purposes the law requires us to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they stop being customers.

## **Your data protection rights**

Under data protection legislation, you have the right to request access to information about them that we hold.

You have the right to request:

- Information about how your personal data is processed.
- A copy of that personal data.
- That anything inaccurate in your personal data is corrected immediately.

You can also:

- Raise an objection about how your personal data is processed.
- Request that your personal data is erased if there is no longer a justification for our holding it.
- Request that the processing of your personal data is restricted in certain circumstances.

If you wish to make a request regarding any of those listed above, please contact our Data Protection Officer.

## **Contact**

If you would like to discuss anything in this privacy notice, please contact:

Email: [dmcleaning02@gmail.com](mailto:dmcleaning02@gmail.com)

write to: DM Cleaning Services, 22 Dace Grove, Stoke on Trent. ST6 7PR

## **Last updated**

We may need to update this privacy notice periodically, so we recommend that you revisit this information from time to time. This version was last updated on 16/12/20