



Privacy Policy for Crown Cleaning Service

Crown Cleaning Service ensure that your data is handled in such a way which complies with the EU General Data Protection Regulation (GDPR), the Data Protection Act 1998, and any other relevant legislation. *In this document, 'I' refers to Crown Cleaning Service and 'You' refers to visitors to the website and existing clients.*

Who is responsible for your data?

Our data protection officer and company owner is **Andrew Davies**. The data protection officer is responsible for making sure that your data is stored and processed safely. You can contact them on **07495 077542** or via email - info@crowncleaningservice.co.uk

Why do we process and store your data?

We need to store and process your data if you make an enquiry or receive a service from us, to allow us to provide our services as Crown Cleaning Service. This includes your name, contact details, and IP address. We also need to store your details for tax and insurance reasons.

We only store and process data which you have given directly to us and which we need to run the business.

How long will we keep your data?

We may need to keep your personal details up to 5 years after you were a customer of mine, for tax and insurance purposes. After this date your data will be destroyed in the correct manner, unless you have 'opted in' to receive ongoing communications from us.

Who has access to your data?

The data protection officer is responsible for managing access to the personal data we store. Only the data protection officer will access your data.

Some of the services we use will also store a copy of your data. For example, our website provider, our email provider, and any providers they use to provide their services. If you send your details over a social media platform, that platform may keep a copy of your messages.

We do not sell or give your data to any third parties for their marketing purposes.

Who else might your data be shared with?

We reserve the right to share your personal data with other third parties if required for legal reasons. For example, in the case of an insurance claim, a tax audit, or to prevent fraud.

How can you see what data we store about you?

You have the right to request details on any data we store about you. We can send a copy of your data to the email address you entered when using our services.

Your right to deletion

If you were previously a customer of ours, We might need to hold onto some of your data for tax or insurance reasons. Otherwise, We will happily comply with your request as best we can.

How does our website use cookies?

Our website stores cookies on your browser to allow you to purchase services from us. Our website's cookies are temporary and cannot be used to identify individual visitors.

Third parties might also set cookies on your browser. We use Google Analytics to monitor the performance of my website, for example. Third parties have their own cookie policies.

How do you make a complaint about my use of your data?

The Information Commissioners' Office (ICO) is the authority for data protection in the UK. If you have an unresolvable problem with me and my use of your data, they are who you should contact.