



2 Rokeby Close
Newbury
Berkshire
RG14 7EU
01635 581 733
07958 581 187
info@sunshinewindowcleaners.co.uk

Sunshine Window Cleaners - Privacy Policy

Introduction

The following privacy policy outlines how Sunshine Window Cleaners collects, uses, protects and transfers your data.

The data protection officer/data owner for the organisation is Ann Fletcher. You can contact the data protection officer/data owner by sending an email to info@sunshinewindowcleaners.co.uk or writing to:

Ann Fletcher
Sunshine Window Cleaners
2 Rokeby Close
Newbury
Berkshire
RG14 7EU

Personal data collected

The personal data that we collect is:

Name
Home address
Email Address
Phone number

Purpose and Legal Basis for Processing Your Data.

Sunshine Window Cleaners takes your privacy seriously, and we will never sell or rent your data to any third party. Sharing your data and direct marketing activities are only carried out with your express consent, which you are free to withdraw at any time.

We need to obtain and process your data to provide you with our products and services and to fulfil our business and legal obligations. We will never collect any personal information from you that we do not need or retain any data that is no longer necessary for the purposes specified in this notice.

Where we request sensitive personal data from you, the reason(s) for the request will be given along with the purposes of the processing. Explicit consent through a signature will always be required for us to obtain and process your information.

Who is processing my data?

Sunshine Window Cleaners are the data controller and processes your personal information for the purposes laid out in this privacy notice.

The personal data that we collect is:

- Collect specific personal data (name, address, email, contact number) required to enter into a contract to sell a product or service.
- Engage in communication with you, including confirmation and reminders of appointments and requests to cancel or change services.
- Ensure a safe service and provide industry standard advice.
- Select relevant offers, promotions and information for you.
- Estimate the number of customers we have.
- Hold personal data required by law or to respond to legal processes.
- Hold for insurance purposes
- Store customer records.

Your rights as the individual

If Sunshine Window Cleaners holds your data, you have certain rights over it.

Where you have provided consent for us to contact you as part of our marketing services, you have the right to modify or withdraw your consent. You can do this anytime by using the unsubscribe option with our direct marketing or by contacting the Sunshine Window Cleaners Data Officer.

You also have the right to:

- Be informed of how your data will be used before it is collected.
- Access your personal data and information on how your information is used after it has been gathered.
- To have personal data corrected if it is incomplete, inaccurate or out-of-date.
- To request the removal or deletion of personal data where there is no compelling reason for its continued processing.
- To restrict processing, to 'block' processing of your data.
- To data portability, having your data moved, copied or transferred to another organisation in an easily readable format.
- To object to direct marketing from us.

Special categories of personal data collected

Sunshine Window Cleaners asks for consent before gathering and processing this information. At any time after giving consent, you can withdraw your consent, subject to legal, insurance and contractual restrictions (see more on 'your rights as an individual'). Your privacy is very important to us, and we only use this information to determine your individual needs.

Process of collection

Your data is collected when you provide it to us, on our website, over the phone, at Sunshine Window Cleaners, by email, social media, in writing or by any other means

you provide it to us. Information is stored digitally as well as some level of paper record keeping.

Data Sharing

Sunshine Window Cleaners do not share your personal information with any third party without your prior consent other than those already disclosed in this privacy policy or as part of our legal obligations under the relevant data protection laws.

Use of Data Processors

Data processors are third parties who provide some elements of our business services. Where we use a third party, we have strict agreements governing the processing of your data, on which no action can be taken without instruction from us. The third parties with whom we work will never share or disclose your personal information and will always hold it securely.

How Long Do We Keep Your Data?

Sunshine Window Cleaners retains your data for as long as necessary to provide you with our services as our client. Under tax laws, Sunshine Window Cleaners must keep your data for a minimum of 7 years.

- The criteria for which we would continue to process your personal information include the following:
- Where there is a legal basis, obligation or legitimate interest to continue processing your personal information
- Where the processing is necessary for the establishment, exercise or defence of legal Claims

Consequences of not providing your personal information to Sunshine Window Cleaners.

If you want to purchase a product or service from Sunshine Window Cleaners, certain personal information is required to enter into a contract with you. Sunshine Window Cleaners will not be able to enter into a contract with you to fulfil an attempt to purchase a product or service if you do not provide your personal information.

As noted in this privacy statement, we are processing your data to comply with legal and statutory obligations and to perform a contract. You can always choose not to provide personal information; however, we will be unable to provide certain products and services in these instances.

Complaints

If you want to complain about how your data is gathered and how it is being processed by Sunshine Window Cleaners (or third parties used by Sunshine Window Cleaners), or you are not satisfied with how a complaint has been handled. You retain



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the right to log a complaint directly with the supervisory authority and the Sunshine Window Cleaners Data Protection Officer/ GDPR Owner.

Contact Information:

Data Protection Commissioner,
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
T: +44 (0) 303 123 1113

Ann Fletcher Data Protection Officer/GDPR Owner
Sunshine Window Cleaners
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