



## Data Protection Policy and Privacy Statement (combined)

### Key details

- Policy prepared by: Viv Bailleux, Christian's Cleaning Service
- Next review date: **May 2024**

### Introduction

In order to operate, Christian's Cleaning Service (hereinafter called 'CCS') needs to gather, store and use certain forms of information about individuals.

These individuals can include customers, employees, contractors, suppliers, business contacts and other people that CCS has a relationship with or regularly needs to contact.

This policy explains how this data should be collected, stored and used in order to meet CCS's data protection standards and comply with the law.

### Why is this policy important?

This policy ensures that CCS:

- Protects the rights of its clients.
- Complies with data protection law and follows good practice
- Protects CCS from the risks of a data breach

### Who and what does this policy apply to?

This applies to all those handling data on behalf of CCS.

It applies to all data that CCS holds relating to its clients, which includes names, addresses, email addresses, phone numbers.

### Roles and responsibilities

Everyone who has access to data as part of CCS has a responsibility to ensure that they adhere to this policy.

### Data controller

The Data Controller for CCS is Viv Bailleux. She is responsible for why data is collected, how it will be used and how it will be safely stored. Any questions relating to the collection or use of data should be directed to the Data Controller.

### Fair and lawful processing of personal data

CCS will only collect data where lawful and where it is necessary for the legitimate purposes of the business.

We will never use data for any purpose other than that stated or that can be considered reasonably to be related to it. For example, we will never pass on personal data to third parties without the explicit consent of the subject.

Any data collected is relevant and not excessive. CCS will not collect or store more data than the minimum information required for its intended purpose.

### We ensure data is accurate and up-to-date

CCS will ask clients with an agreement for services to inform the Data Controller if their details change.

Any individual will be able to update their data at any point by contacting the Data Controller.

### Data is not kept longer than necessary

CCS will keep data on clients for no longer than 12 months after involvement with the client has stopped, unless there is a legal requirement to keep records.

### **Data is processed in accordance with individuals' rights**

The following requests can be made in writing (email or post) to the Data Controller and they will be actioned within 30 days of the request being received:

- To see any data stored about them.
- To have any inaccurate data held about them is updated.
- To object to any storage or use of their data.

### **What information do we ask you for?**

We ask you for your contact details, including:

- your name
- your address
- your telephone numbers (landline and mobile if applicable)
- your email address, if you have one

### **How will information about you be used?**

We ask you for your contact details so that we can send you updates relating to the administration of your agreement with Christian's Cleaning Service. These updates will include, for example: information about costs, any changes to the agreement and any other business.

Please note: the information you provide will be retained on a database.

We will never use your data for any purpose other than that stated or that can be considered reasonably to be related to it. For example, we will never pass on personal data to third parties without your explicit consent.

### **How will we contact you?**

We prefer to contact you via email, if that is possible, and will ask you for your explicit agreement to do this.

### **More information?**

If you wish to withdraw your consent, check the data we hold on you, or need any further information, please email us at [enquiries@christiancleaning.co.uk](mailto:enquiries@christiancleaning.co.uk), or write to us at: CCS, 18 Gilmore Road, Aylesbury, HP20 2AR.

### **Personal data is secure**

CCS will ensure that data held by it is kept secure. Electronically-held data will be held within a password-protected and secure environment. The Data controller is the only person that has the password.

### **Data Breach**

In the unlikely event of a data breach

- all individuals affected, or likely to be affected, will be informed of this event;
- any passwords used to protect personal data files will be changed

### **Transfer to countries outside the EEA**

CCS will not transfer data to countries outside the European Economic Area (EEA), unless the country has adequate protection for the individual (e.g. USA).