

Privacy Policy

Introduction

Brothers Cleaning Group is committed to protecting and respecting your privacy.

This Privacy Policy together with our Terms and Conditions sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

Please read the following carefully to understand our views and practices regarding your Personal Data and how we will treat it.

Upon entering a 'contract', for example, payment of services or request of services resulting in a written quote, with Brothers Cleaning Group you are accepting and consenting to the practices described in this Privacy Policy.

For the purpose of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, or any subsequent amendment or replacement or supplementary legislation the data controller is Brothers Cleaning Group of 41 Houndiscombe Road, Plymouth, PL4 6EX, England.

Why this Policy exists

This Data Protection Policy ensures Brothers Cleaning Group:

- Complies with data protection law and follow good practice
- Protects the rights of staff, customers and partners
- Is open about how it stores and processes individuals' data
- Protects itself from the risks of a data breach.

Data Protection law

The Data Protection Act 2018 controls how your personal information is used by organisations, businesses (such as Brothers Cleaning Group) or the government.

Everyone responsible for using personal data has to follow strict rules called 'Data Protection Principles'. They must make sure the information is:

- Used fairly, lawfully and transparently
- Used for specified, explicit purposes
- Used in a way that is adequate, relevant and limited to only what is necessary
- Accurate and, where necessary, kept up to date
- Kept for no longer than is necessary
- Handled in a way that ensures appropriate security, including protection against unlawful or unauthorised processing, access, loss, destruction or damage

We wish to emphasise, everyone at Brothers Cleaning Group wholeheartedly respects the privacy of your and our own personal information.

In summary, we

1. Wholeheartedly believe in the maximum protection of personal information and the fundamental concept of privacy.
2. Will only collect the bare minimum of your data for us to survive as a business.
3. Strive to be fully transparent with you, the customer and the regulators when it comes to cyber-attacks and or intrusion attempts on our business.
4. Take all possible and sensible measures to protect the confidentiality and integrity of your personal information
5. Where we do rely on third parties for things like managing customer schedules, we strive to ensure that they share the same beliefs and principles around privacy and the protection of data.
6. We DO NOT directly sell or trade in your personal information.

What information we collect

We generally ask that you share with us your:

- First name and/or last name- To help us track your payment if you forget to add your address (accidents happen!)
- Your address- So we know where you require our services and to process your payments successfully.

It is also easier if you share with us your:

- Mobile and or contact number- If you require warning of our intentions to attend your property, to enable quotations, and to arrange services.
- Email- To update you on any changes to the business, to enable electronic quotations or invoices if required.

We do NOT collect and DO NOT require the following from you:

- Sexual orientation or Gender
- Religion
- Health or fitness
- Political views
- Family data
- Credit /Debit card
- Bank or other financial information

How we Protect your Data

We take several precautions to ensure your data is not subject to unauthorised access. Some of the steps we take include, but are not limited to:

- Encrypting, where possible, your personal information.
- Ensuring our staff are constantly made aware of their responsibilities towards protecting your personal information.
- We believe in transparency and are always prepared to own up when things go wrong. We will keep you and the regulators posted when things go wrong and also let you know what we did to recover from such incidents.

It would be unreasonable for us to declare that your data is 100% safe from cyber criminals but rest assured we are following the guidelines set by the Law to help minimise any risk.

How we Process your Data

We primarily rely on CleanerPlanner Ltd to host and process your personal information. This approach, (nothing is 100 percent secure) allows for a far more efficient method to safely store your personal information. Their Privacy Policy can be found here <https://www.cleanerplanner.com/privacy/>.

How we Obtain your Data

We use multiple methods of obtaining your data including:

- Forms on <https://live.vcita.com/site/ojcm44e5bkfkzia9?o=cHJvZmlsZV9wYWdl> and any subdomains on this website.
- Through the collection of Client Information Forms.

How Long we Keep your Information

Based on our experience we have deemed it necessary to retain your data for the duration of our services. You will always have the ability to opt-out at any time and upon cancelling our services your information will be removed from our system at once.

How we Dispose of your data

We primarily rely on CleanerPlanner Ltd to host your data. To that extent, we rely on those parties to ensure that they remove your data when we hit the “delete” or remove button.

Your Rights

You have the right under Data Protection Law, free of charge, to request:

- Access to your personal data.
- Rectification or deletion of your personal data;
- A restriction on the processing of your personal data;
- Object to the processing of your personal data;
- A transfer of your personal data (data portability).

You can make a request in relation to any of the above rights by writing to us at the contact address given at the end of this Privacy Policy. We will respond to such queries within 30 days and deal with requests we receive from you, in accordance with the provisions of Data Protection Law.

Consent

You have the right to withdraw your consent to us processing your personal data, at any time, by writing to us at the contact address given at the end of this Privacy Policy.

Complaints

If you have any complaints about our use of your personal data please contact us as set out at the end of this Privacy Policy or contact our supervisory authority in the UK: The Information Commissioner’s Office at, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England.

Cookies

We use cookies on our Site to distinguish you from other users of our Site. This helps us to provide you with a good experience when you browse our Site and also allows us to improve the Site. We have carefully chosen these cookies and has taken steps to ensure that your privacy is protected and respected at all times.

What are cookies

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the Site. Cookies can be “persistent” or “session” cookies.

You can set up your browser options, to stop your computer accepting cookies or to prompt you before accepting a cookie from the websites you visit. If you do not accept cookies, however, you may not be able to use the whole of the Site or all functionality of the Services.

To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.aboutcookies.org or www.allaboutcookies.org. To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>.

Our details

This website was created using Wix.com and operated by Brothers Cleaning Group. Our business trading address is 27 Moorland Gardens, Plymouth, PL7 2FP. You can contact us by writing to the trading address above, by using our website contact form by email to info@brotherscleaninggroup.co.uk or by telephone on 07711567072.