Privacy Notice

# Our Privacy Notice – your rights, your information and how we use it

Our Privacy Notice contains important information about what personal details we collect; what we do with that information; who we may share it with and why; and your choices and rights when it comes to the personal information you have given us.

We may need to make changes to our Privacy Notice from time to time and if we make any material changes then we will make the updated Privacy Notice available to you on the display board.

# Who we are

We are DKW Domestic Services Ltd a cleaning company and your privacy is very important to us. This Privacy Notice is provided by DKW Domestic Services.

We are a controller of your personal data under applicable data protection laws, including, from 25th May 2018, the General Data Protection Regulation (“GDPR”). We, as a controller, determine why and how we collect and use your personal data.

This version of our Privacy Notice was last updated on **01 April 2024**.

# Information we collect and use?

We collect and process personal data such as;

* Information that is automatically collected e.g. via cookies or IP addresses when you visit our website
* As well as any other information that has been gathered such as surveys etc…

# Where we collect your information

We may collect your personal information directly from you and from a variety of sources including:

* telephone conversations you have with us
* email or letters you send to us
* our website

# What we collect and use your information for

Invoicing purposes, enquiries and marketing reasons only

If you do not wish us to collect and use your personal information in these ways, it may mean that we will be unable to provide you with an appropriate recommendation, information and guidance or indeed maintain our relationship with you. If we ask you to provide us with your personal information to comply with a legal requirement, or to allow us to enter into a contract with you, then we may reject or delay dealing with you until the relevant information is received to our satisfaction

# Who we might share your information with

Your data will not be passed to anyone or any other professional body

We will never sell your details to someone else.

# Where your information is processed

Your information is processed in our offices only

How we protect your information

To protect the security of your information, we implement appropriate technical and organisational security measures which include physical and technical security safeguards and we ensure that adequate policies, procedures and controls are in place with our organisation.

# How long we keep your information

We will only keep your data whilst we are working with you, we will also need to keep your info archived within the financial records, this will be kept for at least 5 years in line with our obligations.

# Your individual rights

You have several rights in relation to how DKW Domestic Services Ltd Limited uses your information.

# Right to be informed

You have a right to receive clear and easy to understand information on what personal information we have, why and who we share it with – we do this via our Privacy Notice.

# Right of access

You have the right of access to your personal information. If you wish to receive a copy of the personal information we hold on you, you may make a data subject access request (DSAR).

# Right to request that your personal information be rectified

If your personal information is inaccurate or incomplete, you can request that it is corrected.

# Right to request erasure

You can ask for your information to be deleted or removed if there is not a compelling reason DKW Domestic Services Ltd to continue to have it.

# Right to restrict processing

You can ask that we block or suppress the processing of your personal information for certain reasons. This means that we are still permitted to keep your information – but only to ensure we don’t use it in the future for those reasons you have restricted.

# Right to data portability

You can ask for a copy of your personal information for your own purposes to use across different services. In certain circumstances, you may move, copy or transfer the personal information we hold to another company in a safe and secure way.

# Right to object

You can object to DKW Domestic Services Ltd processing your personal information where it is based on our legitimate interests (including profiling); for direct marketing (including profiling); and if we were using it for scientific/historical research and statistics.

# How to contact us

To exercise your individual rights or if you have any questions about our Privacy Notice or the information we collect or use about you, please contact us at:

DKW Domestic Services Ltd, [info@dkwdomesticservices.co.uk](mailto:info@dkwdomesticservices.co.uk)

# How to make a complaint

We will always strive to collect, use and safeguard your personal information in line with data protection laws. If you do not believe we have handled your information as set out in our Privacy Notice, please email to us at info@dkwdomesticservices.co.uk and we will do our utmost to make things right.

If you are still unhappy, you can complain to our Supervisory Authority, the ICO. Their telephone number is: 0303 123 1113 (local rate number – calls to this number cost the same as calls to 01 or 02 numbers).