

DOC CLEANING LIMITED - PRIVACY NOTICE

In accordance with the General Data Protection Regulation (GDPR), we have implemented this privacy notice to inform you of the data we process about you. We also include within this notice, the reasons for processing your data, the lawful basis that permits us to process it, how long we keep for your data for and your rights regarding your data.

This notice applies to clients, suppliers and subcontractors of DOC Cleaning Ltd.

DATA PROTECTION PRINCIPLES

Under GDPR, all personal data obtained and held by us must be processed according to a set of core principles. In accordance with these principles, we will ensure that:

- a) processing is fair, lawful and transparent
- b) data is collected for specific, explicit and legitimate purposes
- c) data collected is adequate, relevant and limited to what is necessary for the purposes of processing
- d) data is kept accurate and up to date. Data which is found to be inaccurate will be rectified or erased without delay
- e) data is not kept for longer than is necessary for its given purpose
- f) data is processed in a manner that ensures appropriate security of personal data including protection against unauthorised or unlawful processing, accidental loss, destruction or damage by using appropriate technical or organisation measures
- g) we comply with the relevant GDPR procedures for international transferring of personal data

WHAT INFORMATION WE COLLECT AND WHY

We keep several categories of personal data in order to ensure effective and efficient processes such as:

- Name
- Address
- Contact numbers
- Email address
- Bank details

Personal data is kept in files or within the Company's IT systems.

HOW WE USE YOUR INFORMATION

The law on data protection allows us to process your data for certain reasons only. In the main, we process your data in order to comply with a legal requirement or in order to effectively manage the contract we have with you.

The information below categorises the type of data processing we undertake and the lawful basis for processing:

Activity requiring your data	Lawful basis
Carrying out the contract we have entered into with you e.g. providing cleaning and associated services	Performance of the contract
Processing payment	Performance of the contract
Dealing with legal claims made against us	Our legitimate interests
Health & Safety compliance	Legal obligation
Credit checking	Our legitimate interests

WHO WE SHARE YOUR INFORMATION WITH AND WHY

Employees within our company who have responsibility for activities relating to carrying out the contract will have access to your data that is relevant to their function. All employees with such responsibility have been trained in ensuring data processing is in line with GDPR.

Data is shared with third parties for the following reasons:

- Payment processing
- Technical support for our website and other business systems

We may also share your data with third parties for other reasons to comply with a legal obligation upon us. We do not share your data with bodies outside of the European Economic Area.

PROTECTING YOUR DATA

We are aware of the requirement to ensure your data is protected against accidental loss or disclosure, destruction and abuse. We have implemented processes to guard against such.

HOW LONG WE KEEP YOUR INFORMATION

We only keep your data for as long as we need it for. The length of time we retain your data is determined by a number of factors including the purpose for which we use that information and our obligations under other laws.

WHAT ARE YOUR RIGHTS

You have the following rights in relation to the personal data we hold on you:

- Right of access – to request access to your personal information and information about how we process it

- Right to rectification – to have your personal information corrected if it is inaccurate and to have incomplete personal information completed
- Right to erasure – to have data deleted in certain circumstances
- Right to restrict the processing of the data
- Right to transfer the data we hold on you to another party – This is also known as ‘data portability’
- Right to object to the inclusion of any information
- Right to regulate any automated decision-making and profiling of personal data

CONSENT

Where you have provided consent to our use of your data, you also have the right to withdraw that consent at any time. This means that we will stop processing your data.

CONTACT

Our appointed compliance officer in respect of our data protection activities is John Wilson, Compliance Director.

Should you need to contact us, please contact our help desk at helpdesk@doccleaning.com