

Privacy Policy

The Neighbourhood Wash are committed to protecting your privacy when you use our services.

The Privacy Notice below explains how we use information/data about you and how we protect your privacy.

If you have any concerns or questions about how we look after your personal information, please contact the Data Protection Officer at neighbourhoodwash@icloud.com

What is personal information/data?

Personal information can be anything that identifies and relates to a living person. This can include information that when put together with other information can then identify a person.

Personal Information we may collect about you may include:

- Name
- Address
- Email addresses
- Telephone numbers

Additional Information we collect related to the services we provide:

- Required service details
- Price of services provided
- Frequency of service
- Access codes
- Dates of cleaning completed and due
- Payments received

Why do we need this information?

- To provide the cleaning services we undertake for you
- To carry out our obligations arising from any contracts entered into between you and us
- To manage the services, we provide you
- Help investigate any enquiries you have about our services
- Check the quality of our service

Consent and Your Preferences:

We may contact you or send communications about the services we provide such as improvements to keep you informed of our service to you. We won't need your consent to communicate with you this way because we have assessed that it forms part of our agreement with you and it is of mutual interest for us to keep you informed and is relevant to your contract with us.

We would like to occasionally send you information on other products and services we offer, and which we think will be of interest to you. We will ask for your consent to communicate this type of information to you, you can remove your consent and ask us to stop at any time.

If we have consent to use your personal information to send you information on our products and services, you have the right to remove it at any time. Please contact us by phone or send an email to neighbourhoodwash@icloud.com and we will process your request.

We only use what we need

Where we can, we'll only collect and use personal information if we need it to deliver a service or meet a requirement.

We won't sell your personal information to anyone else.

What you can do with your information?

The law gives you a number of rights to control what personal information is used by us and how it is used by us.

You can ask for access to the information we hold on you

You have the right to ask for the information we have about you. When we receive a request from you in writing, we must give you access to what personal information we've recorded about you. However, we can't let you see any parts of a record which contain:

- Confidential information about other people; or
- Maybe held in preparation to defend legal claims

This applies to personal information that is in both paper and electronic records. If you ask us, we'll also let others see your record (except if one of the points above applies).

A request for personal information can be made via email or in writing. This is known as a subject access request. In order to make a subject access request you will need to provide the following information:

- Your name
- Your address
- Proof of identity and signature
- Enough information to identify your records

What types of documents could I submit as proof of ID?

- Copy passport with signature (please remove your passport number)
- Copy driving license picture with signature (please remove your driver number)

You can write to us at the following address:

Data Protection Officer
14 Metheun Road
Bournemouth
Dorset
BH8 8EN

We will not start your subject access request until we are satisfied that you have provided us with enough information for us to identify you.

Once you have made a request you will receive an acknowledgement and your request should be answered within one month. In certain circumstances, we are allowed to take longer but we will tell you if we feel we may need longer without undue delay from when we receive your request.

You can ask to change information you think is inaccurate

You should let us know if you disagree with something we may have recorded about you.

We may not always be able to change or remove that information but we'll correct factual inaccuracies and may include your comments in the record to show that you disagree with it.

Please contact neighbourhoodwash@icloud.com and we can deal with your request. Alternatively, you can speak to the Administrator at our office on our business number.

You can ask to delete information (right to erasure)

In some circumstances, you can ask for your personal information to be deleted, for example:

- Where your personal information is no longer needed for the reason it was collected in the first place
- Where you have removed your consent for us to use your information (where there is no other legal reason for us to use it)
- Where there is no legal reason for the use of your information
- Where deleting the information is a legal requirement

Note that we can't delete your information where:

- we're required to have it by law
- it is for historical research, or statistical purposes where it would make information unusable
- it is necessary for legal claims

Keeping your information secure

We store personal information both electronically and in paper form.

We implement security policies, processes and technical security solutions to protect the personal information we hold from:

- Unauthorised access
- Improper use or disclosure
- Unauthorised modification
- Unlawful destruction or accidental loss

When you contact us, we may ask you to provide us with some information so that we can confirm your identity. If other people (e.g. family members, support workers, solicitors) act on your behalf we will take steps to ensure that you have agreed for them to do so. This may include asking them to provide us with supporting information to indicate your consent. We do this to protect you and to make sure that other people cannot find things out about you that they are not entitled to know.

Employees and third parties who have access to, or are associated with the processing of, your personal information are obliged to make reasonable efforts to safeguard it.

How we use your telephone number

Text messages and contact via landline telephone and mobiles provide a direct way to contact and share information with you about the services we can deliver to you. E.g. when your service has been scheduled or any changes.

Debt Recovery Agents

We may share your personal information with debt recovery agents for the purposes of recovering any outstanding charges owed to us.

How do we protect your information?

We will do what we can to make sure we hold records about you (on paper and electronically) in a secure way, and we'll only make them available to those who have a right to see them. Examples of our security include:

- Encryption, meaning that information is hidden so that it cannot be read without special knowledge (such as a password). This is done with a secret code or what's called a 'cypher'. The hidden information is said to then be 'encrypted'
- Controlling access to systems and networks allows us to stop people who are not allowed to view your personal information from getting access to it
- Training for our staff allows us to make them aware of how to handle information and how and when to report when something goes wrong

How long do we keep your personal information?

There's often a legal or a contractual reason for keeping your personal information for a set period of time. We will keep your information for the duration of providing a service or product to you under the terms of a contract. When your contract has ended we will keep your personal data for a set time for auditing and reporting purposes and for legitimate interest purposes, after that time we will destroy your information.

How to tell us of a data breach

The Neighbourhood Wash takes responsibility to protect the personal information we hold about those with whom we work seriously. We are accountable for our processing and take necessary technical and operational steps to maintain information security protections.

If you suspect your personal information or that of others may have been at risk of a data protection breach, please contact our Data Protection Officer.

Where can I get advice?

If you have any worries or questions about how your personal information is handled please contact our Data Protection Officer at: neighbourhoodwash@icloud.com