

Trianik Cleaners Ltd Privacy Policy

Looking after the personal data you share with us is a hugely important part of this. We want you to be confident that your data is safe and secure with us, and understand how we use it to offer you a better cleaning service.

What this policy covers

We are committed to doing the right thing when it comes to how we collect, use and protect your personal data. That's why we've developed this privacy policy which

- sets out the types of personal data that we collect
- explains how and why we collect and use your personal data
- explains when and why we will share personal data within Trianik Cleaners internally and with other organisations; and
- explains the rights and choices you have when it comes to your personal data

We offer a range of services, so we want you to be clear about what this Policy covers. This Policy applies to you if you use our services (referred to in this Policy as "our Services"). Using our Services means:

- booking cleaning services with us over the phone, online or otherwise using our website where this Policy is posted;
- This Policy also applies if you contact us or we contact you about our Services

Our Website may contain links to other websites operated by other organisations that have their own privacy policies. Please make sure you read the terms and conditions and privacy policy carefully before providing any personal data on a website as we do not accept any responsibility or liability for websites of other organisations.

This section tells you what personal data we may collect from you when you use our Services and what other personal data we may receive from other sources.

When you register for our Services, you may provide us with:

- Your personal and/or organisation details, including your postal and billing addresses, email addresses, phone numbers, title, property access instructions, alarm codes, work phone number and emergency contact.

When you contact us or we contact you or you take part in promotions, competitions, surveys or reviews about our Services, we may collect:

- Personal data you provide about yourself anytime you contact us about our Services (for example, your name and contact details), including by phone, email or post or when you speak with us through social media

- Details of the emails and other digital communications we send to you that you open, including any links in them that you click on
- Your feedback and contributions to customer surveys or reviews

How and why we use personal data

This section explains in detail how and why we use personal data. We use personal data to:

Make our Services available to you

This means that processing your personal data allows us to:

- Manage the accounts you hold with us
- Process your orders and refunds

We need to process your personal data so that we can manage your customer accounts, provide you with the services you want to buy and help you with any bookings and refunds you may ask for.

- Help to develop and improve our product range, services, information technology systems, know-how and the way we communicate with you

We rely on the use of personal data to carry out market research and internal research and development, and to improve our information technology systems (including security) and our product range and services . This allows us to serve you better as a customer.

Personalise your cleaning experience

- Provide you with relevant marketing communications (including by email, post or online advertising), relating to our products and services, . As part of this, online advertising may be displayed on our website and on other organisations' websites.

Contact and interact with you

- Contact you about our Services, for example by phone, email or post or by responding to social media posts that you have directed at us.

We want to serve you better as a customer so we use personal data to provide clarification or assistance in response to your communications

- Manage promotions and competitions you take part in.

We need to process your personal data so that we can manage the promotions and competitions you choose to enter.

- Invite you to take part in and manage customer surveys, reviews and other market research activities carried out by Trianik Cleaners Ltd and by other organisations on our behalf.

We carry out market research to improve our Services. However, if we contact you about this, you do not have to take part in the activities. If you tell us that you do not want us to contact you for market research, we will respect this choice.

Claims

- In order to resolve legal claims or disputes involving you or us.

For example if there is an accident or incident whilst we are providing our services. This could include medical reports.

We will not be able to provide you with your products or services if you do not provide us with this data.

Sharing personal data with other organisations

This section explains how and why we share personal data with other organisations.

We may share personal data with other organisations in the following circumstances:

- if the law or a public authority says we must share the personal data or for the administration of justice;
- if we need to share personal data in order to establish, exercise or defend our legal rights (this includes providing personal data to others for the purposes of preventing fraud);
- where we restructure, sell or transfer our business (or a part of it). For example in connection with a takeover or merger.

- ## How we protect personal data

We know how important it is to protect and manage your personal data. This section sets out some of the measures we have in place.

- We apply physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of personal data;
- We use computer safeguards such as firewalls to keep this data safe;
- We only authorise access to employees and trusted processors who need it to carry out their responsibilities;
- We will ask for proof of identity before we share your personal data with you; and
- We will reveal only the last four digits of your payment card number when confirming an order.

How long we use personal data for

We will not keep your personal data longer than we need to, how long this is depends on several factors, including:

- Why we collected it in the first place;

- How old it is;
- Whether there is a legal/regulatory reason for us to keep it;
- Whether we need it to protect you or us.

Marketing and market research

This section explains the choices you have when it comes to receiving marketing communications and taking part in market research.

We will send you relevant offers and news about our products and services in a number of ways including by email, but only if you have previously agreed to receive these marketing communications. When you register with us we will ask if you would like to receive marketing communications, and you can change your marketing choices at any time online, over the phone or in writing.

We also like to hear your views to help us to improve our Services, so we may contact you for market research purposes. You always have the choice about whether to take part in our market research.

Subject access rights

You have the right to see the personal data we hold about you. This is called a Subject Access Request.

If you would like a copy of the personal data we hold about you, please write to:

Administration and Accounts Department, Trianik Cleaners Ltd, 341 Exning Road, Newmarket, Suffolk, CB8 0AT

You can also email us at cleaning@trianik.co.uk

Other data protection rights

In relation to your personal data, you also have the right to:

1. have inaccurate information corrected:

Summary of the right:

if you believe we hold inaccurate or missing information, please let us know and we will correct it.

2. object to our use of it:

Summary of the right:

- general objection - We will then consider your objection to our use of your personal data. If on balance, your rights outweigh our interests in using your personal data, then we will at your request either restrict our use of it (see section 3 below) or delete it (see section 4 below).
- objection in relation to direct marketing - If you make such an objection, we will stop using your personal data for direct marketing purposes.

3. restrict our use of it:

Summary of the right:

There are several situations when you can restrict our use of your personal data, this includes (but is not limited to):

- you have successfully made a general objection (listed in section 2 above).
 - you are challenging the accuracy of the personal data we hold.
 - we have used your personal data unlawfully, but you do not want us to delete it.
4. have us delete it:

Summary of the right:

There are several situations when you can have us delete your personal data, this includes (but is not limited to):

- we no longer need to keep your personal data;
 - you have successfully made a general objection (listed in section 2 above);
 - you have withdrawn your consent to us using your personal data (and we do not have any other grounds to use it);
 - we have unlawfully processed your personal data.
5. complain to the data protection regulator:

We'd like the chance to resolve any complaints you have, however you also have the right to complain to the UK data protection regulator (the "ICO") about how we have used your personal data. Their website is <https://ico.org.uk/for-the-public/raising-concerns>.

Their website also contains useful information about your privacy rights <https://ico.org.uk/for-organisations/resources-and-support/your-data-matters>

More Information on your Data Protection Rights

The ICO website also contains more detail on the data protection rights mentioned above, or if you would like to speak to us about these rights in more detail, see the "how to contact us" section below.

[How to contact us](#)

If you have any questions about how we collect, store and use personal data please contact us.

Trianik Cleaners Ltd

**Newmarket Business Centre Suite 4
341 Exning Road
Newmarket
Suffolk
CB8 0AT**



Trianik Cleaners Ltd

CLEAN.GREEN.SUPREME

The Eco-Friendly Home & Office Cleaning Service

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