



Miss Green Clean Privacy Policy

Our privacy policy explains what personal information we receive from you and how we then use this information. Your privacy is very important to us and we will let you know about any future changes that may occur.

Our Lawful Basis for Data Collection & Processing

We only collect and process your personal data when there is a lawful basis to do so. The lawful basis we rely on in this respect is legitimate interest and or the legitimate interest of a third party, for example: i) a legitimate commercial interest to process your personal data, e.g. for running our business and shared with a third party, ovatumanager to facilitate bookings, quickbooks to generate invoices; ii) to archive certain account information to facilitate you to re-use your account in the future.

What personal information do we collect?

We gather certain personal information to be able to keep you informed of our services and to provide you with the best possible service. The majority of the data is directly given by you, for instance verbally, or by phone, text message, facebook or email when you agree to one of our services or you request a quote using the contact form on our website. When you request a quote or agree to use our services we may process the following details:

- ❖ Title e.g. Mr/Mrs
- ❖ First name and surname
- ❖ Company name if applicable
- ❖ Address
- ❖ Phone number
- ❖ Email

How do we use your personal information?

We only use your personal data for the purposes for which it was collected (i.e. to administer your account, provide the services you have requested from us, and to keep you informed about our services) and, where relevant, to meet legal obligations. We use your data for the following purposes:

- i. **Transactional communications.** These are the communications required for us to provide you with a service, for example: arranging a visit to provide a quote; communicating a quote; texts regarding the date of your clean and/or leaving your gate open; invoicing; texts, calls or emails concerning unpaid fees for our services; customer support.
- ii. **Occasional marketing communications** via email or text message which provide information about our services and/or any special offers we have running. You have the right to opt out of



marketing communications at any time by contacting us or using the unsubscribe link in marketing emails.

Who do we share your personal data with?

We will only share your information:

- ❖ To the extent necessary to operate our business, to provide you our services, to complete any related transactions and collect related payments, to provide customer care and to communicate with you in connection with our services.
- ❖ If we are legitimately requested or obliged to do so pursuant to law enforcement, e.g. for investigation of illegal activities.

To this end, we share your personal data with Ovatumanager, a third party application which we use to manage and schedule our bookings. We use another third party, Quickbooks, to generate your invoices.

Intra-company sharing of data will only occur for purposes of operating our business, performing your service contract and as has otherwise been outlined in this Privacy Notice.

How long do we keep your personal information?

We will retain your personal data for as long as is necessary for the purpose for which your information was collected or as long as is required pursuant to law.

Third party marketing

We will never share your personal information with third parties for marketing purposes.

Opting out of marketing communications

At any time you can ask us to stop sending marketing messages by contacting us directly.



This will not apply to personal information provided to us as a result of a product/service purchase, product/service experience or any other transaction when opting out of marketing messages.

Your rights

At any given time you may contact us to request to see the personal information that we retain for you or to delete this data.

***Please note without certain information we will be unable to provide you with our services**

Questions, concerns and complaints

If you have any questions or concerns about the way in which we use your information please contact us. If you feel like your issue has not been adequately resolved you have the right to lodge a complaint with the supervisory authority ICO.