

Privacy Notice – Residential and Restoration Customers

Protecting your personal details.

At Deeland Ltd t/a ServiceMaster Clean Newbury (registered number 3554991), whose registered office is at 101 Mill Lane, Newbury, Berkshire RG14 5RE, we use and share your data carefully and sensibly. This Notice describes our Privacy Notice for our Residential/Restoration customers.

This Notice explains how we may collect Personal Data about you. It also explains some of the security measures we take to protect your Personal Data, and tells you certain things we will do and not do.

1. Collecting Information

We may collect Personal Data about you from a number of sources, including the following:

- 1.1. From you when you contact us with an enquiry or in response to a communication from us.
- 1.2. From you when you agree to take a service from us.
- 1.3. From third parties to whom you have provided information with your consent to pass it on to other organisations or persons.

2. Personal Information

We process the following information:

- 2.1. Contact details, including name, phone number, email address and property address.
- 2.2. Method of payment. Any credit card details are destroyed immediately after payment.
- 2.3. Information on disability or issues of a sensitive nature where it has an impact on the way we deliver our service to you.

3. Using Your Personal Information

- 3.1. Personal Data about our customers is an important part of our business and we shall only use your Personal Data for the following purposes:
 - 3.1.1. To communicate with you about enquiries.
 - 3.1.2. To deliver your cleaning services.
 - 3.1.3. Your personal information may be shared with a third party if needed to deliver the cleaning service you have requested, or requested by a third party on your behalf.
 - 3.1.4. For marketing of our own products and services, if you have expressly consented for us to do so.
 - 3.1.5. For our records as part of our legal requirements as a business.
 - 3.1.6. To audit the service we provide you with for quality assurance and compliance.
- 3.2. We may allow other people and organisations to use Personal Data we hold about you in the following circumstances:
 - 3.2.1. If it is required to deliver the service requested by you or a third party on your behalf.
 - 3.2.2. If we are acquired by a third party, in which case Personal Data held by us, about our customers, will be one of the transferred assets.
 - 3.2.3. If we have been legitimately asked to provide information for legal or regulatory purposes or as part of legal proceedings or prospective legal proceedings.

3.2.4. We employ companies and individuals to perform functions on our behalf and we may disclose your Personal Data to these parties for the purposes set out in clause 2.1. Those parties are bound by strict contractual provisions with us and may not use it for other purposes. Further, they must process the Personal Data in accordance with this Privacy Notice and as permitted by the Data protection Act 1998 and the General Data Protection Regulation (the Acts).

3.3. Where you give us Personal Data on behalf of someone else, you confirm that you have provided them with the information set out in the Privacy Notice – Residential-Restoration Customers and that they have not objected to such use of their Personal Data.

4. Protecting Information

We have strict security measures to protect Personal Data.

4.1. We maintain physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of personally identifiable customer information.

5. Further Information

5.1. The full Notice can be accessed on our website at www.servicemasternewbury.co.uk

5.2. If you would like access to the Personal Data that we hold about you *or*

5.3. You would like to tell us that any of the data we are holding about you is inaccurate and to make any changes or amendments *or*

5.4. You would like to withdraw consent for marketing purposes

Please write to us at Data Protection Officer, Deeland Ltd t/a ServiceMaster Clean Newbury, 101 Mill Lane, Newbury, Berkshire RG14 5RE, or email us at personnel@servicemasternewbury.co.uk.

6. We may amend this Privacy Notice from time to time without notice to you, in which case we will publish the amended version on the Website. Please check back regularly for any changes or updates to our Privacy Notice.

Last updated: 08.05.2018