

## **Domestic Bliss Specialist Cleaning Services**

### **Privacy Policy (GDPR Compliant)**

We know privacy policies can feel a bit heavy, so here's ours in simple terms:

We only collect the information we genuinely need to run our services properly, keep things organised, and look after our customers. We don't sell your data, we don't share it unnecessarily, and we always handle it with care.

Below is the full detail, so everything is clear and transparent.

#### **1. Who We Are**

Domestic Bliss Specialist Cleaning Services is the data controller responsible for your personal data.

##### **Contact Details:**

01476 850122

[www.domesticblissgrantham.co.uk](http://www.domesticblissgrantham.co.uk)

#### **2. The Data We Collect**

We may collect and process the following personal data:

- Full name
- Property address(es)
- Email address
- Telephone number
- Booking and service details
- Payment and invoicing information
- Communication records (emails, messages, calls)

Where relevant, we may also collect:

- Property condition details (for quoting and service delivery)
- Access information (e.g. key arrangements, alarm instructions)

#### **3. How We Collect Your Data**

We collect data through:

- Website enquiries and contact forms
- Booking systems
- Email, phone, and social media communication
- In-person interactions
- Third-party referrals (e.g. estate agents, landlords, commercial clients)

#### **4. Lawful Basis for Processing**

We process your personal data under the following lawful bases:

- **Contractual obligation** – to provide the services you have requested
- **Legitimate interests** – to manage our business and maintain client relationships
- **Legal obligation** – to comply with tax and regulatory requirements
- **Consent** – where required (e.g. marketing communications)

#### **5. How We Use Your Data**

Your data is used to:

- Provide and manage cleaning services
- Arrange appointments and property access
- Communicate regarding bookings and enquiries
- Issue invoices and manage payments
- Maintain service records
- Improve our services and customer experience

#### **6. Sharing Your Data**

We do not sell or trade your personal data.

We may share your data with:

- Employees and subcontractors carrying out services
- Service providers (e.g. booking systems, CRM systems, accounting software, email platforms)
- Professional advisers where required
- Legal or regulatory bodies if required

All third parties are expected to respect the security of your personal data.

## **7. Data Security**

We take appropriate steps to protect your personal data from unauthorised access, loss, misuse, or disclosure.

Access to your data is limited to those who need it for legitimate business purposes.

## **8. Data Retention**

We retain personal data only for as long as necessary to:

- Deliver our services
- Meet legal, tax, and accounting requirements

Customer and financial records may be retained for up to **6 years** in line with HMRC requirements.

## **9. Your Rights**

Under UK GDPR, you have the right to:

- Request access to your personal data
- Request correction of inaccurate information
- Request deletion of your data where appropriate
- Object to certain types of processing
- Request restriction of processing
- Request data portability
- Withdraw consent where applicable

## **10. Marketing Communications**

We may occasionally send updates, offers, or service information where relevant.

You can opt out at any time by unsubscribing or contacting us directly.

## **11. Cookies**

Our website may use cookies to improve your experience and understand how visitors use our site.

You can control cookies through your browser settings.

## **12. Third-Party Links**

Our website may include links to external websites. We are not responsible for their privacy policies or content.

### **13. Complaints**

If you have any concerns about how your data is handled, please contact us and we will do our best to resolve it.


You also have the right to contact the **Information Commissioner's Office**.

### **14. Changes to This Policy**

We may update this Privacy Policy from time to time. The latest version will always be available on our website.

### **Contact**

Domestic Bliss Specialist Cleaning Services

 01476 850122