

### Introduction

Please read this Privacy Policy document to understand how Incredible Window Cleaning Ltd will use and protect the personal data that we are given.

We are committed to protecting your privacy and will handle your Personal Data in accordance with this Privacy Statement and in accordance with our obligations under the current UK legislation on processing personal data, the Data Protection Act 1998 as well as the principles of the EU General Data Protection Regulations 2018.

We may review, amend or revise our Privacy Statement and the way we process your Personal Data. We will publish an updated Privacy Statement as amendments are made.

We take reasonable steps to ensure that the Personal Data we hold about you is accurate and up to date and complete and relevant when we use it or disclose it.

If you have a question about this Privacy Statement please contact our Group Data Protection Officer by sending an email to [dataprotectionofficer@iwcleaning.uk](mailto:dataprotectionofficer@iwcleaning.uk) or writing to The Group Data Protection Officer, Incredible Window Cleaning Ltd, Leonard House, 308 Winwick Road, Warrington, Cheshire WA2 8JE.

You have the right to access your Personal Data and correct it if it is inaccurate, out of date or incomplete. You may also withdraw your consent where applicable.

### Personal Data

Personal Data means any data relating to an identifiable natural person (known as the data subject) such as name, address, telephone number, email address, race, origin, medical and health information, etc.

### Why We Hold Personal Data

We collect Personal Data: -

- a) To comply with legislative and regulatory requirements
- b) To provide services and products to our clients
- c) To enable us to obtain services and products from our suppliers
- d) To enable us to fulfil our obligations under a contract with yourself
- e) Where you give us your consent to hold and use your personal data

We also collect information to better understand our business.

### How Do We Collect Personal Data

We usually collect Personal Data electronically including information provided by you through our websites (via cookies, for more information [click here](#)), during telephone calls, when we deliver and administer our services to you and on all forms of communication in writing or electronically.

We also receive Personal Data from outside parties for instance when taking over contracts from a previous contractor, for reference, security, etc.

### How Do We Use Your Personal Data

Your Personal Data is collected so that we can comply with the law, manage our relationship with you, resolve any complaints or issues, facilitate and improve our business operations and to fulfil the terms of any contract that we have with yourself.

We may contact you by post, telephone or email in relation to our services to you.

### What Happens If You Do Not Give Us Your Personal Data

It is your right not to give us your Personal Data. However, if you choose not to provide the Personal Data requested we may not be able to fulfil the terms of our contract or provide the services required.

### How Long Do We Keep Your Personal Data For?

We keep your personal data for as long as we have reasonable business needs and for as long as someone could bring a claim against us or in line with regularity requirements.

### Storage And Security Of Your Personal Data

We hold your Personal Data in electronic or paper based files. We have in place safeguards as required by law along with stringent procedures to protect the Personal Data we hold from misuse, interference, loss, unauthorised access, modification or disclosure.

We take steps to destroy or permanently anonymise any Personal Data after it can no longer be used in accordance with this Privacy Statement.

### Disclosure To Third Parties

We may share or disclose your Personal Data to third parties including our related bodies corporate, external advisers, our external service providers and contractors such as mail provider, outside support services providers, government agencies and dispute resolution bodies.

We may also disclose your Personal Data to fulfil our obligations in relation to contracts that we have entered into.

When we disclose your information to a third party for processing we will take all reasonable steps to ensure that those third parties are bound by confidentiality and privacy obligations with respect to the protection of your Personal Data. The disclosure is conducted in compliance with legal requirements and that transfers are guarded by data processor agreements.

We will not disclose your Personal Data to locations outside the European Union without your written consent, unless that country shows an adequate level of protection to the rights and freedoms of data subjects.

### Marketing And Promotional Use Of Your Personal Data

We may use your Personal Data to provide you with information about our services or products.

### How Will We Respond To Your Requests

We will acknowledge receipt of your request. We will do our best to process and reply within a reasonable period. Should we not be able to comply with your request you will receive a written explanation as to why and details of



## Data Privacy Policy

your options.

### Breach Of Privacy

If you want to complain about a privacy breach please contact our Group Data Protection Officer by emailing [dataprotectionofficer@iwcleaning.uk](mailto:dataprotectionofficer@iwcleaning.uk) or write to Incredible Window Cleaning Ltd at Leonard House, 308 Winwick Road, Warrington, Cheshire WA2 8JE.

If you are not happy with the outcome of your complaint you may wish to contact The Information Commissioners Office on 0303 123 1113 or email [casework@ico.org.uk](mailto:casework@ico.org.uk)