

Privacy Policy

Policy Reference: QCL-LEG-002

Effective Date: 1st September 2025

Last Updated: 28th September 2024

1.0 Introduction

Qualitas Cleaning Limited ("we", "us", "our") is committed to protecting and respecting your privacy. This policy (together with our Terms and Conditions QCL-LEG-001 and any other documents referred to in it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

2.0 Data Controller

Qualitas Cleaning Limited (Company Number 15915778) is the data controller. Our registered office is Office 548, 58 Peregrine Road, Hainault, Ilford, Essex, IG6 3SZ.

If you have any questions about this policy or our data practices, please contact us at:

Email: contact@qualitascleaning.co.uk

3.0 Information We Collect From You

We may collect and process the following data about you:

- **Identity and Contact Data:** Includes name, address, email address, telephone number, and property access instructions (e.g., key codes, lockbox details).
- **Financial and Transaction Data:** Includes bank account and payment card details, and details of services you have purchased from us.
- **Technical and Usage Data:** Includes internet protocol (IP) address, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access our website.

- **Marketing and Communications Data:** Includes your preferences in receiving marketing from us.

4.0 How We Use Your Personal Data

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- **To Perform Our Contract with You:** To process and manage your booking, provide our cleaning services, manage payments, and contact you regarding your service (e.g., scheduling, arrival notifications).
- **For Our Legitimate Interests:** For running our business, providing administration and IT services, network security, to prevent fraud, and in the context of a business reorganisation or group restructuring exercise.
- **To Comply with a Legal Obligation:** For accounting and tax purposes.

5.0 Data Security

In accordance with our internal SOP QCL-DP-001 (Data Protection & Cyber Safety), we have put in place appropriate security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorised way.

These measures include:

- Storing all digital data within our approved, password-protected and encrypted systems (e.g., Zenmaid, Deputy, Monzo).
- Implementing a "Clear Screen" policy where all computers are locked when unattended.
- Using multi-factor authentication (MFA) on all systems that support it.
- Limiting access to your personal data to those employees and contractors who have a business need to know.
- Ensuring all staff are trained on data protection and cyber safety.

6.0 Data Retention

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

We have a data retention policy which dictates that:

- Client data will be deleted from our active systems **24 months after their last service**, unless we are required to retain it for legal or accounting purposes.

- All physical documents containing personal data are disposed of via secure cross-cut shredding.

7.0 Your Legal Rights

Under certain circumstances, you have rights under data protection laws in relation to your personal data. These include the right to:

- **Request access** to your personal data.
- **Request correction** of your personal data.
- **Request erasure** of your personal data.
- **Object to processing** of your personal data.
- **Request restriction of processing** your personal data.
- **Request transfer** of your personal data.
- **Withdraw consent** at any time where we are relying on consent to process your personal data.

If you wish to exercise any of these rights, please contact us using the details in Section 2.0.

8.0 Data Breaches

In the unlikely event of a personal data breach, we have a clear incident response plan as defined in our internal SOPs. If the breach is likely to result in a high risk to your rights and freedoms, we will notify you and the relevant supervisory authority (the Information Commissioner's Office - ICO) in accordance with our legal obligations.

9.0 Changes to This Privacy Policy

We may update this policy from time to time. Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by email. Please check back frequently to see any updates or changes.