

# RHR Cleaning Services Privacy Policy

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## Privacy Statement

At RHR Cleaning Services, we understand that we have a responsibility to protect and respect your privacy and look after your personal data.

This Privacy Policy, inclusive of our General Terms of Service, explains what personal data we collect, how we use your personal data, reasons we may need to disclose your personal data to others and how we store your personal data securely.

For clarity, RHR Cleaning Services may be both data controller and data processor for your personal data under certain circumstances.

## Who we are

RHR Cleaning Services is a provider of cleaning services, based at 9 Cranford Way, Smethwick, Birmingham, B66 2RU.

## How the law protects you

Data protection laws and The General Data Protection Regulations state that we are only able to process personal data if we have valid reasons to do so. The basis for processing your personal data includes, but is not limited to:

- Your consent.
- Job application.
- Vetting with relevant authorities.
- Vetting including previous employers
- Providing personal references.
- Providing references on your behalf.
- Employment duties.
- Employment reviews.
- Sales costing.
- Contract fulfilment.
- Performance of a contract.
- Enable billing.
- Remittance.
- Customer services.

## Collection of personal data

We receive information about you when you use our website, complete forms, contact us by phone, email, or otherwise in respect of any of our products and services or during the purchasing of any such product or service(s). Additionally we also collect information from you when you make an application to join us or when you inform us of any other matter.

If you provide us with personal data about a third party (for example when notifying us regarding an employees absence), you warrant that you have obtained the express consent from the third party for the disclosure and use of their personal data.

## **Type of data collected**

The personal data that we may collect from you includes your name, address, email address, phone numbers, employment history, references and payment information. We may also keep details of your communications data. We also retain records of your queries and correspondence, in the event you contact us.

Please be aware that any video, image, or other content posted, uploaded or otherwise made available by you onto our website, whether published content or not, is not subject to our Privacy Notice.

We merely process such data on your behalf, subject to our Terms and Conditions and you are responsible for any applicable legal requirements in respect of your content.

## **Using your data**

- To process your job application;
- To process orders that you have submitted to us;
- To provide you with products and services;
- To comply with our contractual obligations we have with you;
- To help us identify you and any accounts you hold with us;
- To enable us to review, develop and improve the website and services;
- To provide customer care, including responding to your requests if you contact us with a query;
- To administer accounts, process payments and keep track of billing and payments;
- To detect fraud and to make sure what you have told us is correct;
- To carry out marketing and statistical analysis;
- Job applications;
- To notify you about changes to our services;
- To provide you with information about products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes; and
- To inform you of service and price changes.

## **Form of data**

We will collect your data in document (paper) and electronic format.

## **Retention periods**

We will keep your personal data for the duration of the period you are a customer or employee of RHR Cleaning Services. We shall retain your data only for as long as necessary in accordance with applicable laws.

On the closure of your account or employment, we may keep your data for up to 7 years after you have cancelled your services with us. We may not be able to delete your data before this time due to our legal and/or statutory obligations. We assure you that your personal data shall only be used for these purposes stated herein.

## **Access to your personal data**

Here is a list of all the ways that we may use your personal data and how we share the information with third parties:

For the avoidance of doubt, we do not and never shall sell your personal data to third parties for marketing or advertising purposes.

We work closely with a number of third parties (including previous employers, personal referees, SIA and other licensing agencies, business parties, service providers and fraud protection services) and we may receive information from them about you. These third parties may collect information about you including, but not limited to, your IP address, device-specific information, server logs, device event information, location information, and unique application numbers. However, in some instances, they may be acting as data controller and they will have their own privacy policies, which we advise you to read.

We may pass your personal data to third parties for the provision of services on our behalf (for example processing your payment) or as part of our vetting procedures. However, we will only ever share information about you that is necessary to provide the service or progress a job application and we have specific contracts in place, which ensure your personal data is secure and will not be used for any marketing purposes.

We may share your information if we are acquired by a third party and therefore your data will be deemed an asset of the business. In these circumstances, we may disclose your personal data to the prospective buyer of our business, subject to both parties entering into appropriate confidentiality undertakings. Similarly, we may share your personal data if we are under a duty to disclose data in order to comply with any legal obligation or to protect the rights, property, or safety of RHR Cleaning Services, our employees, our customers, or others. This includes but is not limited to exchanging information with other companies and organisations for the purposes of fraud protection, credit risk reduction and dispute policies. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

## **Your rights**

In preventing the use or processing of your personal data, it may delay or prevent us from fulfilling our contractual obligations to you or processing your application for employment. It may also mean that we shall be unable to provide our services or process the cancellation of your service.

You have the right to object to our use of your personal data, or ask us to delete, remove or stop using it if there is no need for us to keep it. This is known as your right to be forgotten. There are legal and accountancy reasons why we will need to keep your data, but please do inform us if you think we are retaining or using your personal data incorrectly.

Our Privacy Notice shall be made clear to you at the point of collection of your personal data.

You can view, edit or delete your personal data through writing to RHR Cleaning Services.

We do not use your personal data for marketing purposes and we will not contact you for marketing purposes.

## **Accessing and updating your data**

You must maintain the accuracy of your information and ensure all your details, including but not limited to, name, address, title, phone number, e-mail address and payment details are kept up to date at all times. You must do this by writing to RHR Cleaning Services.

## **Financial Security**

RHR Cleaning Services does not use online methods from our website for requesting payment details and we do not link to any site requesting payment or bank details from our website.

Payment Forms typically use the SSL (secure sockets layer) protocol for encryption. Most browsers (including some older versions of Microsoft Explorer and Firefox) support SSL.

The link between your browser and the server is secure if your browser displays a small padlock or key symbol somewhere in the frame, or the address bar shows a web address beginning https:// (rather than http://).

## **Cookies**

Unlike many other web sites we DO NOT USE Cookies on our site. Cookies can help a website to personalise your visit.

## **Third Party Links**

The RHR Cleaning Services website contains some hyperlinks to other websites. This information is supplied in good faith, in case it is of interest, or use, to RHR Cleaning Services website users.

RHR Cleaning Services is not responsible for the content or functionality of any of these external websites, but please let us know if a link is not working.

Visitors to the RHR Cleaning Services website should be aware of the following:

If an external website requests personal information from you (i.e. in connection with an order for goods or services), this information is supplied to, stored and used by the company concerned, it is not covered by the RHR Cleaning Services Privacy/Data Protection Statement.

It is good practice to read the privacy policy of any website at which you are considering registering any personal information.

## **Where we store your personal data**

We follow accepted ISO standards to store and protect the personal data we collect, including the use of encryption if appropriate.

Data is stored to ISO 27001 and Soc 2 Type 2 standards.

All information you provide to us is stored on secure servers within the EEA. From time to time, your information may be transferred to and stored in a country outside the EEA in relation to provision of the services. The laws in these countries may not provide you with the same protection as in the EEA; however, any third party referred to above outside of the EEA has agreed to abide by European levels of data protection in respect of the transfer, processing and storage of any personal data. By providing your data to us, you agree to this transfer and storage. However, we will ensure that reasonable steps are taken to protect your data in accordance with this privacy notice.

As the transmission of information via the internet is not completely secure, we cannot guarantee the cleaning of your data transmitted to our site and any transmission is at your own risk. Once we have received your information, we will use strict procedures and cleaning features to try to prevent unauthorised access.

Any sensitive data (payment details for example) are encrypted and protected.

### **Liability**

We agree to take reasonable measures to protect your data in accordance with applicable laws and in accordance with our General Terms and Conditions which are available on request.

### **Data Breaches**

In the event of a data breach, we shall ensure that our obligations under applicable data protection laws are complied with where necessary.

### **Contact us**

Please e-mail any questions or comments you have about privacy to us at [info@rhrcleaning.co.uk](mailto:info@rhrcleaning.co.uk)

### **Your right to make a complaint**

You have the right to make a complaint about how we process your personal data to the Information Commissioner:

<https://ico.org.uk/concerns/>

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113