

Privacy Policy

David McDaid ta / Alchemy Carpet Cleaning

What does this Privacy Policy cover?

Alchemy Carpet Cleaning) are committed to ensuring that your privacy is protected. This privacy policy explains how we use the personal information you provide to Alchemy Carpet Cleaning.

References to "Alchemy Carpet Cleaning", "us", or "we" relates to all brands and subsidiary companies of Alchemy Carpet Cleaning This includes:

"Privacy Policy" and "Internet and Cookies Policy" links are available on all of our websites and will be regularly reviewed and updated as necessary to keep you accurately informed.

How we use your data

In the general course of business, Alchemy Carpet Cleaning will process the personal information you provide to us, primarily to assist you in achieving the purpose for which you provided it to us. Including services, as relevant and necessary to your needs.

Any personal information that you provide to us will only be processed and/or shared in accordance with the General Data Protection Regulations 2018. At least one of the following legal bases will always apply:

Legal Obligation - necessary for compliance with our legal obligations

This includes (but is not limited to) all laws relating to residential and commercial carpet cleaning., Data Protection Act 1998, General Data Protection Regulations 2018, Competition Act 1998, Consumer Protection from Unfair Trading Regulations 2008 (CPRs), Business Protection from Misleading Marketing Regulations 2008 (BPRs), Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, Consumer Rights Act 2015, Energy Act 2011, Money Laundering Regulations 2007, Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017, Bribery Act 2010 and Modern Slavery Act 2015.

Contractual - necessary for the performance of a contract between you and us or pre-contractual requests made by you

Some examples of where it would be necessary to process and/or share information to perform a contract would be:

- Periodical text or email reminders.
- Accounting processes e.g. Barclays Bank, Quickfile, Strum and Co Accountants.
- Software providers as necessary to support our business needs
- Providing tenant's contact details to external providers to carry out periodic inspection and check out reports

The data you provide may be used for any or all of the following reasons:

- To contact you in order to carry out your instructions to us

- To provide you with information, products and services which you have requested from us
- To provide customer support e.g. out of hours phone services,
- To process payments and transactions
- To notify you about changes to our services

As with many organisations, communications by telephone may be recorded for the purposes of monitoring and improving our customer service standards.

In the case of electronic communications, Alchemy Carpet Cleaning may use the information provided by customers in an existing business relationship or one that has ended within the last 12 months or one that is under negotiation. Otherwise we will contact you by post and include a method for opting out of future mailing.

We will not share your personal data outside of Alchemy Carpet Cleaning other than as described in this Privacy Policy or without your verbal or written consent.

Should you wish to withdraw your consent at any time, please contact us using the details provided below.

Security of Your Data.

As with any company, we are unable to provide absolute guarantees due to the ever increasing sophistication of criminal activity. However we will do everything reasonably possible to ensure that your data is protected.

How long we will keep your information for?

Alchemy Carpet Cleaning will only keep your data for as long as is necessary to provide you with the services requested until your aims are met and to comply with our regulatory requirements. The maximum period will be 7 years.

The minimum period will be 12 months from the last contact we had with you in cases where no transaction or other business activity has taken place through us and you have not contacted us again to request that we continue providing our services to you during this period.

How to contact us if you have concerns

Should you have any queries in respect of this Privacy Policy or our use of your data, we would welcome the opportunity to resolve your concerns directly in the first instance. Please email us at: carpetcleaner@icloud.com or telephone on 079732837061. The Data Controller is David John McDaid

If we are unable to resolve your concerns, The Information Commissioners Office (ICO) monitor the General Data Protection Regulations 2018 and can be contacted by email at: www.ico.org.uk or by telephone on 0303 123 1113.