

# Swift Office Cleaning Services

## Privacy Policy for Business Users

Swift Office Cleaning Services (Hounslow) Limited are committed to respecting and protecting the privacy of anyone using our website and our services and the confidentiality of any information that you provide us with. The purpose of this statement is to set out how we use any personal information that we may obtain from you.

### Data Protection Act 1998

For the purpose of the Data Protection Act 1998 (the Act), the data controller is Swift Office Cleaning Services Limited, 439 Great West Road, Hounslow TW5 0BY and our Data Protection Office is Mr D Gazdic, Works Director. We will comply with the Act in all our dealings with your personal data.

### Use and collection of personal information

In general, you can visit our website without telling us who you are and without revealing any information about yourself. If, however, you use our contact page to ask for further information or a quotation you will be asked to provide your contact details. We may also ask you for information if you report a problem with our site.

We will only use the personal information you provide to us to provide our services, or to inform you about other services which we provide unless you tell us that you do not want to receive this information. We do not share personal information with third parties except as necessary to carry out our business or your request or as required by law or other legal processes.

### Use and collection of personal information

We may use information that you provide to:

- Provide our services.
- Respond to requests placed by you.
- Foresee and solve problems with any of our services supplied to you.
- Carry out our services and administer your account in relation to any agreement you have with us.
- Keep a record of your correspondence if you contact us.
- Periodically send promotional emails about our services, special offers or other information which we think you may find interesting using the email address which you have provided.
- Ensure that content from our site is presented in the most effective manner for you and for your computer.
- Notify you about changes to our service.

If you do not want us to use your data in this way, please let us know.

We will not share the information given with third parties unless, with your written consent, or to prevent fraud or we are legally required to do so. Personal data shall be processed in accordance with the rights of data subjects under the Data Protection Act 1998 and shall be kept for no longer than is necessary for the purposes for which it is processed.

We may disclose your personal information to third parties:

- In the event, we sell or buy any business or assets, in which case we may disclose your personal data to the prospective buyer or seller.
- If Swift Office Cleaning or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers and staff will be one of the transferred assets.
- If we are under a legal duty to disclose or share your personal data in order to prevent fraud and comply with any legal obligation.
- As necessary to carry out our business services and engage sub-contractors or at your request. This is done with your permission and you have the right to object to your personal data being shared in this way.

### Sources of Personal Data and Purposes of Processing

Our personal data originates from publicly accessible sources and from information freely given by individuals interested in using our services. Once we have a service provision contract with a customer then provision of some personal data is part of a contractual requirement to enable us to service your account. We process your information to administer your account and for our own marketing activities and our use of your data is proportionate with minimal privacy impact. Your right to object is absolute.

### Where your data is stored

We store your data on secure British Telecom Servers based in the UK. We have strict controls over how and why your data can be accessed. Personal data processed by Swift for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

We will:

- consider the purpose or purposes we hold the information for in deciding whether (and for how long) to retain it;
- securely delete information that is no longer needed for this purpose or these purposes; and update, archive or securely delete information if it goes out of date.

By submitting your personal data, you agree to this.

### Legitimate Interest

With respect to the processing and holding data for business to business marketing purposes, advertising and public relations in connection with our business activity. We have assessed our practice and take the view we have a legitimate interest in creating awareness of and promoting our services through the balanced use of direct calls, letters and emails using our sales database. The right for an individual to object is absolute and we will cease contact should someone object. We will not share the information given with third parties unless it is to prevent fraud or we are legally required to do so.

Purposes of processing	Categories of individuals	Categories of personal data
Staff administration	Employees	Contact details
		Financial details
Customer Service	Emergency contacts	Contact details
	Customers	Contact details
		Financial details
		IP address
Suppliers	Contact details	
	Financial details	
	Location	
Marketing	Customers	Contact details
		Location

### Cookies

Most websites use cookies in order to make them work or to work more efficiently, as well as to provide information to the owners of the website. They help us to understand how our customers and potential customers use our website so we can develop and improve the design, layout, content and function of the site. Cookies are small text files that are placed on your computer's hard drive by websites that you visit. They save and retrieve pieces of information about your visit to the website – this means that when you go back to a website, it can give you tailored options based on the information it has stored about you on your last visit.

A visit to a page on our website may generate the following types of cookie:

- Site performance cookies
- Anonymous analytics cookies
- Geo-targeting cookies
- Registration cookies
- Advertising cookies

Some of our cookies are used to simply collect information about how visitors use our website and these types of cookies collect the information in an anonymous form.

If you are uncomfortable with the use of cookies, you can disable cookies on your computer by changing the settings in the preferences or options menu in your browser. You can set your browser to reject or block cookies or to tell you when a website tries to put a cookie on your computer. You can also delete any cookies that are already stored on your computer's hard drive. However, please be aware that if you do delete and block all cookies from our website, parts of the site will not then work. This is because some of the cookies we use are essential for parts of our website to operate. Likewise, you may not be able to use some products and services on other websites without cookies.

To find out more about cookies, including seeing what cookies have been set and how to manage and delete them, visit [www.allaboutcookies.org](http://www.allaboutcookies.org).

If you do not wish to accept cookies from our website, please leave this site and then delete and block all cookies from this site. Alternatively, you may opt out of receiving information from us by e-mail, telephone, fax or post. Our phone number is 0208 577 3200, or you can e-mail us at [sales@swift-cleaning.co.uk](mailto:sales@swift-cleaning.co.uk)

### **Security**

We endeavour to take all reasonable steps to protect your personal information. However, we cannot guarantee the security of any data that you disclose online and we will not be responsible for any breach of security unless this is due to our negligence or wilful default.

### **Your rights**

You have the right to ask us not to process your personal data for marketing purposes. We will aim to inform you before collecting your data if we intend to use your data for such purposes. We will not disclose your information to any third party for such purpose. You have the right to ask us to rectify mistakes with your data and withdraw your consent at any time.

You have the right to see personal data (as defined under the Data Protection Act) that we keep about you upon receipt of a written request. Any request should be sent to Mr D Gazdic, Data Control, Swift Office Cleaning Services (Hounslow) Limited, 439 Great West Road, Hounslow, Middlesex, TW5 0BY. You have the right to lodge a complaint with a supervisory authority, [www.ico.org.uk](http://www.ico.org.uk).

Nothing within this policy relieves you of your own direct responsibilities and liabilities under the Data Protection Act and the General Data Protection Regulation and you must take appropriate security measures to protect personal data.

### **Changes to our Privacy Policy**

Any changes we may make to our privacy policy in the future will be posted on this page and we suggest that you check back frequently to see any updates or changes to our Privacy Policy.