

# Privacy Notice

## Bush Brush Cleaners Ltd

The UK's data protection law allows the use of personal data where its purpose is legitimate and is not outweighed by the interests, fundamental rights or freedoms of data subjects.

The law calls this the 'Legitimate Interests' ground for processing personal data. Our use of this personal data is subject to an extensive framework of safeguards that help make sure that people's rights are protected. These include the information given to people about how their personal data will be used and how they can exercise their rights to obtain their personal data, have it corrected or restricted, object to it being processed, and complain if they are dissatisfied.

These safeguards help sustain a fair and appropriate balance so our activities do not override the interests, fundamental rights and freedoms of data subjects.

### **PRIVACY NOTICE**

We ask that you read this privacy notice carefully as it contains important information on who we are, how and why we collect, store, use and share personal information, your rights in relation to your personal information and on how to contact us and other organisations in the event you have a complaint. Please see the section on '**Your rights**' for more information.

### **Introduction**

We are Bush Brush Cleaners Ltd. In order that we can provide services to our customers we collect and use certain personal information about you.

Personal information means any information about you from which you can be identified, but it does not include information where your identity has been removed (anonymous data).

As the 'controller' of personal information, we are responsible for how that data is managed. The [General Data Protection Regulation](#) ("GDPR"), which applies in the United Kingdom and across the European Union, sets out our obligations to you and your rights in respect of how we manage your personal information.

As the 'controller' of your personal information, we will ensure that the personal information we hold about you is:

1. used lawfully, fairly and in a transparent way.
2. collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.

3. relevant to the purposes we have told you about and limited only to those purposes.
4. accurate and kept up to date.
5. kept only as long as necessary for the purposes we have told you about.
6. kept securely.

If you have any questions about this privacy notice or would like further explanation as to how your personal information is managed, please send an email to [data@bushbrushcleaners.co.uk](mailto:data@bushbrushcleaners.co.uk), write to

Bush Brush Cleaners Ltd, Trinity House Business Park,  
Heather Park Drive, Wembley, Middlesex  
HA0 1SU or call 0208 795 8353.

Please note when we refer to:

- A “**public body**” we mean any organisation in the United Kingdom which delivers, commissions or reviews a public service and includes (but is not limited to) the Ombudsman, local authorities, councils, unitary authorities, clinical commissioning groups, health and social care trusts, the National Health Service as well as their arm’s length bodies and regulators.

### **The personal information we collect and use in relation to people who enquire about and use our services**

#### **Information collected by us**

When you enquire about our services and during the course of providing the services we collect the following personal information when you provide it to us:

- your name, home address, or office address and contact details (including your telephone number, email address)
- credit or direct debit details (if you pay for some or all of our services using one of these methods)

#### **How we use your personal information**

- We use *your personal information* to:

Prepare and support services which you have requested we supply to you, premises or your organisation.

- To communicate with you, your representatives and any appropriate external person where or when needed about the service for you.
- Invoice you for the services in accordance with our terms and conditions.
- To carry out quality assurance procedures, review our service and improve our customer experience.

### **Who we share your personal information with**

### **How long your personal information will be kept**

- we will hold the personal information kept within your client file for the duration of the service you are with us as required by law.

## **The personal information we hold**

### **Your rights**

Under the [GDPR](#) you have a number of important rights free of charge. In summary, those include rights to:

- fair processing of information and transparency over how we use your use personal information;
- access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address;
- require us to correct any mistakes in your information which we hold;
- require the erasure (i.e. deletion) of personal information concerning you, in certain situations. **Please note that if you ask us to delete any of your personal information which we believe is necessary for us to comply with our contractual or legal obligations, we may no longer be able to provide the services you require us to do.**
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations;
- object at any time to processing of personal information concerning you for direct marketing;
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you;
- object in certain other situations to our continued processing of your personal information;
- otherwise restrict our processing of your personal information in certain circumstances;
- claim compensation for damages caused by our breach of any data protection laws;

### **How to contact us**

If you would like to exercise any of those rights, please:

- email, call or write to **Mr Jubril Alaka** our Data Protection Officer
- let us have enough information to identify you (*eg your name and address*),
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- let us know the information to which your request relates, including any account or reference numbers.

## **Keeping your personal information secure**

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

All paperwork is securely locked away in our offices and all computers are password protected with only staff who are authorised having access. All our emails are encrypted.

## **How to complain**

We hope that we can resolve any query or concern you raise about our use of your information.

The [GDPR](#) also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113.

## **Changes to this privacy notice**

This privacy notice was published on 25.05.18 and last updated on 18.06.18.

We may change this privacy notice from time to time, when we do we will inform you via letter.

## **Do you need extra help?**

If you would like this notice in another format (for example: large print, braille) please contact us (see 'How to contact us' above)