

Customer Privacy Policy

Introduction

Squeaky Cleaners are committed to protecting our customer privacy and takes its responsibility regarding the security of customer information very seriously. We will be clear and transparent about the information we are collecting and what we will do with that information.

This Policy sets out the following:

- What personal data we collect and process about you in connection with your relationship with us as
- Where we obtain the data from;
- What we do with that data;
- How we store the data;
- Who we transfer/disclose that data to;
- How we deal with your data protection rights;
- And how we comply with the data protection rules.
- All personal data is collected and processed in accordance with UK and EU data protection laws.

Data Controller

“Squeaky Cleaners” (referred to as “we”, “us”, “our” or “Squeaky Cleaners” in this policy) in this policy primarily refers to Squeaky Cleaners. Squeaky Cleaners is the “data controller” of all personal information that is collected and used about Squeaky Cleaners’ customers for the purposes of the UK Data Protection Act.

What personal data we collect?

Personal data means any information relating to you which allows us to identify you, such as your name, organisation name, contact details, nature of business, purchase & payment details, and information about your systems.

We may collect personal data from you when you express an interest in, or purchase our software or services, or when you contact us.

Specifically, we may collect the following categories of information:

- Name, address, e-mail address, telephone number, purchase and payment details;
- Business information;
- Information about your purchases of our products and services;
- Information about your use of our website, products and services;
- The communications you exchange with us or direct to us via letters, emails, telephone calls, etc.

We do not collect personal details that are considered “sensitive” personal data under applicable data protection laws. We will process any such data only if you have given your explicit consent, or it is legally necessary.

What do we use your personal data for, why and for how long?

Your data may be used for the following purposes:

- Providing products and services you request: we use the information you give us to develop the software and provide the services you have asked for;
- Contacting you in the course of the sales process, software development and product/service problems: we send you communications about the services you have asked for and any changes to such services. Communications made for marketing purposes can be opted-out of;
- Invoicing: we use your payment information for accounting, invoicing and audit purposes and to detect and / or prevent any fraudulent activities;
- Administrative or legal purposes: we use your data for statistical and marketing analysis, systems testing, customer surveys, maintenance and development, or in order to deal with a dispute or claim. Note that we may perform data profiling based on the data we collect from you for statistical and marketing analysis purposes. Any profiling activity will be carried out with your prior consent only and by making best endeavours to ensure that all data it is based on is accurate. By providing any personal data you explicitly agree that we may use it to perform profiling activities in accordance with this Privacy Policy;
- Security, health, administrative, crime prevention/detection: we may pass your information to government authorities or enforcement bodies for compliance with legal requirements;
- Customer Services communications: we use your data to manage our relationship with you as our customer and to improve our services and enhance your experience with us;
- Provide tailored services: we use your data to provide information we believe is of interest to you;
- Marketing: from time to time we may contact you with additional software products, services and enhancements that we believe you may find useful. You may indicate that you no longer wish to receive such marketing material at any time.

We will only process your personal data where we have a legal basis to do so. The legal basis will depend on the reasons we have collected and need to use your personal data for.

We may also process your personal data for one or more of the following:

- To comply with a legal obligation (e.g. Immigration or customs requirements);
- You have consented to us using your personal data (e.g. for marketing related uses);

We will not retain your data for longer than is necessary to fulfil the purpose it is being processed for. To determine the appropriate retention period, we consider the amount, nature and sensitivity of the personal data, the purposes for which we process it and whether we can achieve those purposes through other means.

When we no longer need your personal data, we will securely delete or destroy it. We will also consider if and how we can minimise over time the personal data that we use, and if we can anonymise your personal data so that it can no longer be associated with you or identify you, in which case we may use that information without further notice to you.

Security of your personal data

All information you provide to us is stored on our secure servers in our office and, in some cases on our cloud-based hosting company, Rackspace.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmissions is at your own risk. Once we have received your information, we will use an applicable level of security features to try to prevent unauthorised access.

Sharing your personal data

We may share your personal information with any member of SQUEAKY CLEANERS.

We may also share your information (including personal data) with selected third parties specifically parties to whom we are under a duty to disclose or share your personal data in order to comply with any legal obligations, or in order to enforce or apply our terms of use or terms and conditions of supply and other agreements. For example HMRC.

Website cookies

Cookies are small text files that are transferred to your computer's hard drive through your web browser to enable features on the website. Most Web browsers automatically accept cookies but, if you wish, you can change these browser settings by accepting, rejecting and deleting cookies. The "help" portion of the toolbar on most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie, or how to disable cookies altogether.

We do not as a general rule use cookies on websites but if we do, then the website will clearly identify that we are using them.

Data Protection Officer

We have appointed a Data Protection Officer ("DPO") to oversee compliance with this policy. If you have any questions about this policy or how we handle your personal information, please contact the DPO at Squeaky Cleaners.

Your data protections rights

Under certain circumstances, by law you have the right to:

- Request information about whether we hold personal information about you, and, if so, what that information is and why we are holding/using it.
- Request access to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- Object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.

- Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- Withdraw consent. In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

If you want to exercise any of these rights, then please email or contact Squeaky.

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

Changes to Privacy Policy

Our Privacy Policy may change from time to time and any changes to the statement will be communicated to you by way of an e-mail or a notice on our website.