

Privacy Policy

Advanced Cleaning Solutions

Registered Address: 68 Devonshire Road, SS15 6HH, United Kingdom

Business Type: Partnership

1. Introduction

Advanced Cleaning Solutions ("we," "us," "our") values your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, store, and protect your personal information in compliance with the General Data Protection Regulation (GDPR) and other applicable laws.

2. Data We Collect

We collect and process the following personal data:

- **Contact Information:** Name, phone number, email address, and home/business address.
- **Booking Details:** Service history, preferred cleaning schedules, and payment records.
- **Payment Information:** Transaction details related to service fees and admin charges.
- **Client Communication:** Emails, messages, or any inquiries submitted to us.
- **Marketing Preferences:** Subscription status to our mailing list.

3. How We Collect Your Data

We collect your data when you:

- Submit a booking request via our website, phone, or email.
- Contact us for inquiries, complaints, or service adjustments.
- Subscribe to our mailing list.
- Provide feedback or reviews.

4. How We Use Your Data

We use your personal data for the following purposes:

- To process and manage cleaning service bookings.
- To communicate about scheduling, cancellations, and rescheduling.
- To send invoices, payment reminders, and confirmations.
- To respond to inquiries and resolve complaints.
- To improve our services and customer experience.
- To send promotional emails and service updates (you can opt out at any time).

5. Data Storage & Security

We securely store your data using **cloud storage and email systems**, ensuring appropriate technical and organizational measures are in place to protect it from unauthorized access, loss, or misuse.

6. Data Sharing & Third Parties

We **do not sell** or rent your personal data. However, we may share your information in the following cases:

- With payment processors for billing purposes.
- With legal authorities if required by law.
- With subcontracted cleaners for scheduling and service fulfillment.

7. Data Retention

We retain your data **until you request deletion** or as required for legal and accounting purposes.

8. Your Rights Under GDPR

You have the following rights regarding your personal data:

- **Right to Access:** Request a copy of the data we hold about you.
- **Right to Rectification:** Request correction of inaccurate or incomplete data.
- **Right to Erasure:** Request deletion of your data unless legally required to retain it.
- **Right to Restrict Processing:** Request limitation on data processing.
- **Right to Object:** Opt out of direct marketing communications.
- **Right to Data Portability:** Request transfer of your data to another service provider.

To exercise these rights, contact us via email at [Your Email Address].

9. Mailing List Subscription

By accepting our Terms & Conditions during booking, you **automatically opt into our mailing list**. You can unsubscribe anytime by clicking the unsubscribe link in our emails or contacting us directly.

10. Updates to Privacy Policy

We may update this Privacy Policy periodically. Clients will be notified of significant changes via email.

11. Contact Us

If you have any questions regarding this Privacy Policy or wish to exercise your data rights, please contact us:

- Phone: 07547551354
- Email: advancedcleaningsolution@hotmail.com
- Website: www.advancedcleaningsolutions.co.uk

By using our services, you acknowledge that you have read, understood, and agreed to this Privacy Policy.