

Swift Office Cleaning Services (Hounslow) Limited

Privacy Statement

1. Swift Office Cleaning Services (Hounslow) Limited is committed to respecting and protecting the privacy of our customers and employees 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.
2. **Data Protection Act 1998 ('the Act')**
3. For the purpose of the Data Protection Act 1998 (the Act), the Data Controller is Swift Office Cleaning Services (Hounslow) Limited, 439 Great West Road, Hounslow TW5 0BY Telephone 0208 577 3200 and our Data Protection Officer is Mr D Gazdic, Operations Director danny@swift-cleaning.com. We will comply with the Act in all our dealings with your personal data.
4. Personal data is any information that can be used to identify a living person The type of information we collect from you will include name, address, email address, bank account details, and telephone number.
5. **Use and collection of personal information**
6. Any data you provide will be placed on our database and processed for marketing purposes. We may also disclose your data to third parties, such as sub-contractors, for the provision of our services.
7. Some information we collect may not be personally identifiable such as the type of internet browser, computer system, and the domain name of the website used to link to our site.
8. In general, you can visit our website 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.
9. 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.
10. **Use and collection of personal information**
We may use the information that you provide to:
 - a) Provide our services.
 - b) Respond to requests placed by you.
 - c) Foresee and solve problems with any of our services supplied to you.
 - d) Carry out our services and administer your account concerning any agreement you have with us.
 - e) Keep a record of your correspondence if you contact us.
 - f) Periodically send promotional emails about our services, special offers or other information which we think you may find interesting using the email address you have provided.
 - g) Ensure that content from our site is presented most effectively for you and your computer.
 - h) Notify you about changes to our service.
11. If you do not want us to use your data in this way, please let us know.

12. Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and allows us to improve our site. A copy of our Cookie Policy can be requested from sales@swift-cleaning.co.uk

13. Business contacts

14. If you have agreed to receive our marketing material, personal data including your name, email address, company address, telephone number and other contact information will be collected at that time.

15. We may use the information we collect to provide you with information on products or services that we feel may interest you. You will be able to specify your contact preferences when you receive communications, products or services from us. You can also change your contact preferences at any time using the options which can be found on relevant communications or by contacting us directly at sales@swift-cleaning.co.uk

16. Performance of a Contract

17. We must process data to perform our obligations to the customer. We rely on the performance of a contract as the legal basis for processing in that context. 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.

18. Compliance with legal obligations

19. We have a range of legal obligations relating to customers and suppliers such as credit checks, record keeping and investigating complaints.

20. Legitimate Interest

21. We will rely on a legitimate interest in creating awareness of 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
		Location
Customer Service	Emergency contacts	Contact details
	Customers and sub-contractors	Contact details
		Financial details
		IP address
	Suppliers	Contact details
		Financial details
		Location
Marketing	Customers	Contact details
		Location

22. Suppliers and Sub-contractors

23. We may collect personal data including your name, email addresses, telephone numbers and other business contact information to receive services or quotations, manage relationships, provide services to our customers and operate our business.
24. We may use and disclose the information we collect in such a manner as necessary to enable us to carry out our business and to receive the services being provided. This includes the use of personal information in connection with billing, invoicing, payment and legal enforcement. Basic personal data will be used for billing, invoicing and payment purposes.

25. Swift Office Cleaning Services employees and job applicants

26. Information regarding the collection and use of personal data of Swift Office Cleaning Services employees is provided as part of our recruitment process and can be obtained by contacting victoria@swift-cleaning.co.uk.

27. Media

28. Personal data including your name, email address, telephone number and other business contact information may be collected directly from you, any organisation you represent, marketing or PR agencies or from databases and platforms to which you have signed up.
29. We may use the personal data we collect to circulate press releases, and statements or to meet or speak with Swift Office Cleaning Services staff.

30. Your rights as a data subject

31. Under data protection law, you have rights including:
- a) **Your right of access** - You have the right to ask us for copies of your personal information.
 - b) **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
 - c) **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
 - d) **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
 - e) **Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.
 - f) **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.
 - g) **Right to object** – you have the right to object to certain types of processing such as direct marketing.
32. To exercise these rights please contact us using the contact details set out in the Contact Information section below. If Swift Office Cleaning Services refuses your request under the rights of access, we will provide you with the reason why. You have the right to complain as outlined in the Complaints section below.

33. On what basis do we process personal data?

34. We will only process personal data where we have a lawful basis to do so. This lawful basis will depend on the nature of the information and the purposes we use it:
- a) **Consent:** you have provided your consent for us to process their personal data for a specific purpose.

- b) **Contract:** the processing is necessary for a contract you have with us or because you have asked us to take specific steps before entering a contract.
- c) **Legal obligation:** the processing is necessary for us to comply with our legal obligations.
- d) **Vital interests:** the processing is necessary to protect someone's life.
- e) **Legitimate interests:** the processing is necessary for our legitimate interests or the legitimate interests of a third party.

35. For how long do we hold personal data?

36. Swift Office Cleaning Services will only retain personal information for the period necessary to fulfil the purposes for which it is collected and processed, or for such shorter or longer period as may be prescribed by applicable law or Swift Office Cleaning's internal policies and procedures. Further information on our retention policy can be requested by contacting us via the information provided in the Contact Information section below.

37. Transferring and storing your data

38. We store your data on Sage Software and 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.

39. We will:

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

40. We will identify the legal basis for processing in advance below to ensure that we comply with the lawful processing principle. Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- a) We have a contractual obligation.
- b) We have a legal obligation.
- c) We have a legitimate interest.
- d) We have a vital interest.
- e) Your consent. You can remove your consent at any time. You can do this by contacting Mr D Gazdic, Operations Director Tel0208 577 3200

41. It may also be processed by staff operating outside the EEA who work for one of our suppliers for the fulfilment of orders, the processing of payment details or the provision of support services. By submitting your personal data to us, you agree to this transfer, storing or processing. We will take all reasonable steps to ensure that your data is treated securely and following this Privacy Statement.

42. Information provided via our website

43. All information provided via www.swift-cleaning.co.uk is stored on British Telecom's secure servers. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our website, you are responsible for keeping this password confidential. We ask you not to share passwords with anyone.

44. 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 website; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

45. Disclosure of your information

46. 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 following 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.

47. We may disclose your personal information to third parties:

- a) 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.
- b) If Swift Office Cleaning or substantially all 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.
- c) If we are under a legal duty to disclose or share your personal data to prevent fraud and comply with any legal obligation.
- d) As necessary to conduct 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.
- e) If the processing is necessary to protect someone's life.

48. Security

49. 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.

50. Links to other websites

51. Our website may contain links to and from the websites of other third-party advertisers and affiliates., Please note these websites have their own privacy policies and we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

52. Changes to our Privacy Statement

53. Any changes we may make to our Privacy Statement will be posted on this page please check back frequently for updates.

54. Contact information

55. Our Data Protection Officer, Mr D Gazdic, Operations Director, is responsible for the management of personal data within Swift Office Cleaning Services and for compliance with data protection legislation. Questions regarding this Privacy Statement should be addressed to:

The Data Protection Officer
 Mr D Gazdic
 Swift Office Cleaning Services Limited
 439 Great West Road
 Hounslow, Middlesex, TW5 0BY
 Tel 0208 577 3200
Danny@swift-cleaning.co.uk
www.swift-cleaning.co.uk

56. We may use the information we collect to provide you with information on events, publications, products or services that we feel may interest you. You may specify your contact preferences when you register to attend an event or receive communications, products or services from us. You can also change your contact preferences at any time using the options which can be found on relevant communications or by contacting us directly at sales@swift-cleaning.co.uk

57. Complaints

58. If you wish to make a complaint about how your personal data is being processed by us (or the third parties referred to in this Privacy Statement), or how your complaint has been handled, you have a right to lodge a complaint with our Data Protection Officer using the contact details above or by contacting:

The Information Commissioner's Office
 Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
 Email: icocasework@ico.org.uk
 Call the reporting helpline, on 0303 123 1113.

59. Cookies

60. Most websites use cookies 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.
61. A visit to a page on our website may generate the following types of cookies:
- a) Site performance cookies
 - b) Anonymous analytics cookies
 - c) Geo-targeting cookies
 - d) Registration cookies
 - e) Advertising cookies
62. 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 delete and block all cookies from our website, parts of the site will not work. This is because some of the cookies we use are essential for parts of our website to operate. To find out more about cookies, including seeing what cookies have been set and how to manage and delete them, visit www.allaboutcookies.org.
63. If you do not wish to accept cookies from our website, please leave this site immediately and then delete and block all cookies from this site.

Signed and approved J Wright
 John Wright
 Managing Director

Date March 2023