

## Privacy Policy for PureTouch Home and Office Care

**Effective Date:** 7<sup>th</sup> February 2025

### 1. Introduction

PureTouch Home and Office Care ("we", "our", "us") is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you engage with our services, visit our website, or communicate with us.

### 2. Information We Collect

We may collect and process the following types of personal information:

- **Contact Information:** Name, address, phone number, email address, and any other contact details you provide.
- **Service Details:** Information about the cleaning services you request, including the type of service, location, preferred times, and any other relevant details.
- **Payment Information:** Credit card details, bank account information, and payment history for services rendered.
- **Employee Information:** For staff members, we may collect personal details such as name, contact details, emergency contacts, and payroll-related information.

### 3. How We Use Your Information

We use your personal information for the following purposes:

- To provide, manage, and improve our cleaning services.
- To process payments and issue invoices for services provided.
- To communicate with you regarding service appointments, requests, and inquiries.
- To send promotional materials, newsletters, or updates about our services (with your consent).
- To manage employee relationships and comply with employment regulations.
- To transfer client data from your previous cleaning provider (where applicable) for the purpose of continuing service provision and fulfilling obligations.

If you were previously a client of another cleaning provider, we may transfer your personal information (e.g., name, contact details, service history) to our system to continue offering you cleaning services. We will only use this data for the purposes outlined above and will ensure that all personal data is transferred securely and in compliance with data protection laws.

### 4. Sharing Your Information

We do not sell, rent, or share your personal information with third parties, except in the following circumstances:

- **Service Providers:** We may share your data with trusted third-party vendors who assist us in providing services, such as payment processors or IT support providers.

- **Legal Requirements:** We may disclose your personal information if required by law or in response to legal requests (e.g., a court order or government inquiry).
- **Business Transfers:** In the event of a merger, acquisition, or sale of assets, your personal data may be transferred to the new business entity, provided they continue to honour the terms of this Privacy Policy.

## 5. Data Security

We implement appropriate technical and organisational measures to protect your personal information from unauthorised access, loss, or misuse. However, no data transmission over the internet is entirely secure, and while we strive to protect your data, we cannot guarantee its absolute security.

## 6. Data Retention

We retain your personal information only for as long as necessary to fulfil the purposes outlined in this Privacy Policy or as required by law. This includes retaining records for customer service, legal compliance, and accounting purposes. When your information is no longer needed, we will securely delete or anonymise it.

## 7. Your Rights

Under applicable data protection laws, you have the following rights:

- **Access:** Request access to the personal data we hold about you.
- **Correction:** Request correction of any inaccurate or incomplete personal data.
- **Erasure:** Request deletion of your personal data, subject to legal and contractual obligations.
- **Restriction:** Request restriction of processing in certain circumstances.
- **Objection:** Object to the processing of your personal data for direct marketing or based on legitimate interests.

To exercise any of these rights, please contact us at [support@puretouch.uk](mailto:support@puretouch.uk). We will respond in accordance with applicable data protection regulations.

## 8. Third-Party Links

Our website may contain links to third-party websites or services. Please note that we are not responsible for their privacy practices, and we encourage you to review their policies separately.

## 9. Cookies

Our website may use cookies to enhance your browsing experience. Cookies are small data files stored on your device to collect standard internet log information and visitor behaviour data. You can adjust your browser settings to refuse cookies, but this may affect website functionality.

## 10. International Data Transfers

If we transfer your personal data outside of the UK or the European Economic Area (EEA), we will take steps to ensure it is protected in accordance with data protection laws, using safeguards such as contractual clauses or adequacy decisions by regulatory authorities.

## **11. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. Any changes will be posted on our website with the updated effective date. We encourage you to review this policy periodically to stay informed about how we protect your data.

## **12. Contact Us**

If you have any questions, concerns, or requests regarding this Privacy Policy or your personal data, please contact us at:

**PureTouch Home and Office Care**

support@puretouch.uk