

# PRIVACY POLICY STONE FLOOR CLEANING ([HTTPS://STONEFLOORCLEANING.CO.UK/](https://stonefloorcleaning.co.uk/))

## INTRODUCTION

Stone Floor Cleaning Ltd knows that your privacy is very important to you. When it comes to your information, we follow some straightforward principles. We aim to be clear about the data we collect and why.

Please note that Stone Floor Cleaning Ltd reserves the right to update or change this privacy notice at any time. You should check this page from time to time to ensure you are happy with any changes.

## WHAT PERSONAL DATA DO WE COLLECT?

The nature of the services we provide requires that we collect and process your personal data.

If you make an enquiry on our website, we may collect the following personal data from you:

- Your name
- Your phone number
- Your email address
- Your postal address
- A brief summary of your enquiry
- Pictures with the areas which need treatment

If you don't provide us with personal data, we will still endeavour to provide our services, but it may not be possible to do so.

(N.B. Please do not provide us with the personal data of anyone else without their permission, unless you have obtained the explicit consent from that person.)

## HOW ELSE DO WE OBTAIN PERSONAL DATA?

The only way in which we would have obtained your data would be directly from you. We do not collect data from direct marketing companies who collect personal data from individuals who have consented to third party marketing communications.

## HOW DO WE USE YOUR PERSONAL DATA?

We limit the use of personal data to ensuring we deliver the service you have requested. Furthermore, we use your personal data only for as long as is necessary to deliver you this service. We retain your personal data for 6 years as part of an accounting record or longer if you are a return customer.

## TO WHOM MIGHT WE DISCLOSE YOUR PERSONAL DATA?

If another organisation helps us to provide our service, we'll also make your personal data available to them. We shall only disclose your personal data to third parties in circumstances that are necessary for delivering the service agreed with you.

We have never and will never sell your personal data.

If there are attacks on our services, or other criminal activity, we may share information with the police or similar public body.

## HOW DO WE SECURE YOUR PERSONAL DATA?

Unfortunately, no data transmission over the internet or any other network can be guaranteed as 100% secure, but we take appropriate steps to try to protect the security of your personal data. Stone Floor Cleaning Ltd servers and all data stored locally are protected by a hardware firewall designed to prevent unauthorised intrusion into the network. Software security solutions are also in place which constantly scan for malware and viruses on the network.

Access to personal data is restricted to authorised users on a need-to-know basis.

In the event of a data breach involving your personal data which presents a high risk, we will contact you without delay.

## INACCURACIES AND CORRECTIONS

We would like to keep your personal data accurate and up to date. If you become aware of any errors, noted on our correspondence with you for example, then please let us know by phoning or emailing us.

## HOW TO CONTACT US AND EXERCISE YOUR RIGHTS?

Under the GDPR you have certain rights over your personal data that we hold:

- To receive a copy of your personal data that we hold
- To request rectification of any errors.
- To delete it once we no longer need it.
- To erase all personal data that we hold.

To contact us regarding those rights, or anything else in this data privacy statement, please write to us by email: [contact@stonefloorcleaning.co.uk](mailto:contact@stonefloorcleaning.co.uk) or at our postal address below:

Stone Floor Cleaning Ltd  
64a Downton Avenue  
London SW2 3TS

If you don't feel we've dealt with your request appropriately, you have the right to appeal to the [Information Commissioner's Office](#)

## LINKS TO OTHER WEBSITES

Our website does not contain links to other websites. This privacy policy applies only to personal data collected by Stone Floor Cleaning Ltd.

## COOKIES

We do not use cookies on our website. Some of our associated companies, such as Facebook, Google may themselves use cookies on their own websites. We have no access to, or control of these cookies. We only use service providers such as Google my business profile to give us an inside look at how people find our business listing on the web. No personal data is received through this.