

"PRIVACY POLICY

This privacy policy sets out how we use and protect any information that you give us when you visit our website and complete our Agency Agreement form.

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

We may change this policy from time to time by updating this page. You should check this page regularly to ensure that you are happy with any changes.

WHAT WE COLLECT

We may collect the following information:

Your name and title

Your residential address

Your contact information e.g. landline, mobile and email address

Your domestic cleaning requirements e.g. number of hours each week and preferred date and time

Your nominated bank details for the completion of our standing order mandate

Other information relevant to our services and any offers periodically available

WHAT WE DO WITH THE INFORMATION WE GATHER

We require this information to understand your needs and provide you with a better service, in particular for the following reasons:

Managing the cleaning service and for internal record keeping

We may use the information to improve our products and services

We may periodically send promotional email about new products, special offers or other information which we think you may find interesting using the email address which you have provided

From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone or post

We may use the information to customise the website according to your interests and to ask you for a testimonial

We may provide your information to our third party partners for the purpose of providing you with quotes or services, marketing or promotional purposes

SECURITY

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect from you either online or by paper.

HOW WE MAY USE COOKIES

A cookie, also known as an HTTP cookie, web cookie, or browser cookie, is a small piece of data sent from a website and stored in a user's web browser while the user is browsing that website. Every time the user loads the website, the browser sends the cookie back to the server to notify the website of the user's previous activity.

We may use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking

full advantage of the website.

LINKS TO OTHER WEBSITES

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

CONTROLLING YOUR PERSONAL INFORMATION

You may choose to restrict the collection or use of your personal information in the following ways:

Whenever you are asked to fill in a form on the website, let us know that you do not want the information to be used by anybody for direct marketing purposes by emailing us directly on bellecasacleaners@yahoo.co.uk.

If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by contacting us

We will not pass on your personal information to third parties unless it is relevant to your enquiry, e.g. to get a quote, or are required by law. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please contact us.

If you believe that any information we are holding on you is incorrect or incomplete please contact us and we will promptly correct any information found to be incorrect."