

# Website Privacy Policy

## 1. General Information

### a) Introduction

Thank you for your interest in our website and our online services. Protecting customer's data and using it only in the way our customers/visitors/users expect from us is our highest priority. Thus, the following policy is designed to inform you about the processing of your personal data and your rights regarding this processing according to the General Data Protection Regulation ("GDPR") and other data protection laws.

### b) Controller

We, the aacleaning-services.co.uk are the controller according to the GDPR and therefore responsible for the data processing explained herein.

### c) Data Protection Officer

You can contact our person responsible for personal data protection at any time by using the following contact details: <http://aacleaning-services.co.uk/contact/>

## 2. Processing of Personal Data during Your Use of Our Website

Your visit to our website and/or use of our online services will be logged. We collect your name, email address and phone number. This data is collected for the purposes of optimizing and improving our website as well as our online services. The processing is legally based on legitimate interest as it is in our legitimate interest to protect our website and to improve the quality of our services. Additionally, your personal data is only stored if you provide it to us on your own account, e.g. as part of a registration, a survey, an online application or for online purchase (performance of a contract). We have taken appropriate measures to ensure that the data provided to us during the registration is adequately protected. These measures include, but are not limited to, encryption, access control, segregation of duties, internal audit etc.

### a) Contact Form

You can use the contact form on our website <http://aacleaning-services.co.uk/contact/> to contact us for any request. The personal data that you filled out into the contact form will only be processed for answering your request. Filling in and submitting the contact form constitutes an affirmative action by which you have given your consent to the data processing.

### b) Instant quote

You can use our instant quote by visiting the link <http://aacleaning-services.co.uk/contact/>. All personal data you have given in this form will only be used for the purposes of purchasing and/or delivering of our

services. Without your personal data, we will not be able to process your order. Your personal data will be stored as long as it is necessary for us to fulfill our obligations towards you including but not limited to delivery of the products or services, providing warranties, support etc., except where we are legally obliged to further store your data for the purposes of submitting it to public authorities, for example to tax authorities. This storage and transfer of your personal data to public authorities is based on fulfilling a legal obligation.

### **c) Cookies**

To make your visit to our website more pleasant and to enable the use of certain functions, we may use “cookies” on various pages. Cookies are small text files that are stored on your terminal device. Some of the cookies we use are deleted after the end of the browser session. Other cookies remain on your device and enable us or our partner companies to recognize your browser on your next visit. You can set your browser in such a way that you are informed about the setting of cookies separately and decide individually about their acceptance or exclude the acceptance of cookies for certain cases or generally. For more information, see the help function of your Internet browser. If cookies are not accepted, the functionality of our website may be limited.

To find out more about how we use cookies you can access our “Cookie Policy” <http://aacleaning-services.co.uk/cookie-policy/>.

### **d) Data Recipients**

We may use third party service providers to process your personal data. These service providers may be located in countries within and outside the European Union (EU) and the European Economic Area (EEA). We ensure that these service providers process personal data in accordance with European data protection legislation to guarantee an adequate data protection level, even if personal data are transferred into a country outside the EEA for which no adequacy decision of the EU Commission exists. Transfers of personal data to other recipients is not performed, except where we are obliged to do so by law. For more information about appropriate safeguards for the international data transfer or a copy of them, please contact our person who is in charge of personal data protection.

### **e) Retention Period**

Personal data provided to us via our website will only be stored until the purpose for which they were processed has been fulfilled. Insofar as retention periods under commercial and tax law must be observed, the storage period for certain data can be up to 5 years. However, storage periods may also be amended due to our legitimate interest (e.g. to guarantee data security, to prevent misuse or to prosecute criminal offenders).

## **3. Your Rights**

As a data subject, you can contact our person who is in charge of personal data protection at any time with a notification under the contact information mentioned above under Section 1 to make use of your rights. These rights are the following:

- The right to receive information about the data processing and a copy of the processed data;
- The right to demand the rectification of inaccurate data or the completion of incomplete data;
- The right to demand the erasure of personal data;
- The right to demand the restriction of the data processing;
- The right to receive the personal data concerning the data subject in a structured, commonly used and machine-readable format and to request the transmittance of these data to another controller;
- The right to object to the data processing;
- The right to withdraw a given consent at any time to stop a data processing that is based on your consent;
- The right to file a complaint with the competent supervisory authority: Information Commissioner's office: <https://ico.org.uk/make-a-complaint/> .