

# GDPR 2018 Privacy Notice

## **INTRODUCTION**

The Data Protection Act (DPA), Privacy and Electronic Communications Regulations (PECR) and The General Data Protection Regulation (GDPR) which is EU-wide and far more extensive, seek to protect and enhance the rights of data subjects. These rights cover the safeguarding of personal data, protection against the unlawful processing of personal data and the unrestricted movement of personal data within the EU.

It should be noted that GDPR does not apply to information already in the public domain such as Companies House data. Green Mop Ltd (Green Mop) is pleased to provide the following GDPR information:

## **WHO WE ARE**

Green Mop is a commercial cleaning company principally involved in the B2B sector.

## **PERSONAL DATA**

Green Mop uses the information collected from you to provide quotations, make telephone contact and to email you updates, information, requests of interest to you and your business. In you making initial contact, you consent to Green Mop maintaining a marketing dialogue with you until you either opt out (which you can do at any stage) or we decide to desist in promoting our services.

Any information Green Mop holds about you and your business encompasses all the details we hold about you and any sales transactions including any third-party information we have obtained about you from public sources and our own suppliers such as credit referencing agencies. Green Mop will only collect the information needed so that it can provide you with commercial cleaning and related services. Green Mop does not sell or broker your data.

## **VISITING GREEN MOP LTD WEBSITE**

In some instances Green Mop automatically collects certain types of information when you visit our website and through any emails that we may exchange. Automated technologies may include the use of web server logs to collect IP addresses, "cookies" and web beacons. The collection of this information will allow us to improve the effectiveness of Green Mop's websites and our marketing activities. By using Green Mop's websites and mobile applications you agree to the processing of your information as explained in this Statement. This includes placing cookies on your device as described in the Cookie Notice. The Green Mop website may contain links to other sites which are outside our control and are not covered by this Statement. We would encourage you to review the privacy statements of any websites you may visit.

## **COOKIE NOTICE**

Green Mop collects information when you visit our website through the use of cookie technology. A cookie is a piece of programming contained in a very small text file that is placed in your internet browser or elsewhere on your hard drive. You can control your acceptance of cookies by modifying your internet browser preferences. You also have the ability to accept all cookies to be notified when a cookie is set or to reject all cookies. Please note that if you choose to block all cookies, including any essential cookies, you may not be able to access all or part of the website and may be unable to engage or use those services or activities that require the placement of cookies. We use cookies in order to differentiate you from other users of our website and to help us compile stats about the usage on our website. There may also be occasions when we will use tracking technologies such as web beacons to collect

information about your visit to our website. These web beacons are electronic images embedded into the web content or emails and are usually not visible to users. This tracking technology enables us to track pages and the content accessed and viewed by users to our websites. It also helps us to provide you with a positive experience when browsing and it also helps us to refine our content. Information about cookies is available at [www.allaboutcookies.org](http://www.allaboutcookies.org)

#### **DATA CONTROLLER**

We are a data controller and we are registered with the Information Commissioner's office under registration reference Z2928776.

#### **LEGAL BASIS FOR PROCESSING ANY PERSONAL DATA**

- To meet Green Mop's contractual obligations to clients and to also respond to enquiries.
- Legitimate interests pursued by Green Mop and/or its clients
- To promote the commercial cleaning and related services offered by Green Mop.

#### **CONSENT**

Through agreeing to this privacy notice you are consenting to Green Mop processing your personal data for the purposes outlined. You can withdraw consent at any time by contacting Green Mop. See full contact details at the bottom of this document.

#### **DISCLOSURE**

Green Mop may on occasions pass your Personal Information to third parties exclusively to process work on its behalf. Green Mop requires these parties to agree to process this information based on our instructions and requirements consistent with this Privacy Notice and GDPR. Green Mop do not broker or pass on information gained from your engagement with us without your consent. However, Green Mop may disclose your Personal Information to meet legal obligations, regulations or valid governmental request. Green Mop may also enforce its Terms and Conditions, including

investigating potential violations of its Terms and Conditions to detect, prevent or mitigate fraud or security or technical issues; or to protect against imminent harm to the rights, property or safety of Green Mop, its clients and/or the wider community.

#### **RETENTION POLICY**

Green Mop will process personal data during the duration of any contract and will continue to store only the personal data needed for six years after the contract has expired to meet any legal obligations. After six years any personal data not needed will be deleted.

#### **DATA STORAGE**

Data is held in the United Kingdom using multiple encrypted servers. Green Mop does not store personal data outside the UK. Our Technical Measures are available on request.

#### **YOUR RIGHTS AS A DATA SUBJECT**

At any point whilst Green Mop is in possession of or processing your personal data, all data subjects have the following rights:

- **Right of access** - you have the right to request a copy of the information that we hold about you.
- **Right of rectification** - you have a right to correct data that we hold about you that is inaccurate or incomplete.
- **Right to be forgotten** - you can ask for the data we hold about you to be erased from our records.
- **Right to restriction of processing** - where certain conditions apply you have a right to restrict the processing.
- **Right of portability** - you have the right to have the data we hold about you transferred to another organisation.
- **Right to object** - you have the right to object to certain types of processing such as direct marketing.
- **Right to object to automated processing, including profiling** - you also have the right not to be subject to the legal effects of automated processing or profiling.

## **DATA BREACHES**

In the event of a data breach, Green Mop are required to report a personal data breach to the ICO no later than 72 hours after becoming aware of it.

We must also alert the people whose personal data has likely been compromised.

## **COMPLAINTS**

In the event that you wish to make a complaint about how your personal data is being processed by Green Mop or its partners, you have the right to complain to the director of Green Mop. If you do not get a response within 30 days you can complain to the ICO.

## **CONTACTS**

### **GREEN MOP**

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### **INFORMATION COMMISSIONER'S OFFICE (ICO)**

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Wilmslow SK9 5AF

+44 (0)303 123 1113

<https://ico.org.uk/global/contact-us/email/>