



Privacy Policy

At Home Sweet Home we respect the privacy of all our Staff and Customers. We take your personal information very seriously. The information we store about you is collected only on the lawful basis as an employee or a customer of Home Sweet Home. It is to be used only for appropriate employment or service related reasons. The only time we will contact you will be about the current service agreement you have with Home Sweet Home. Occasional you may receive emails from us asking for feedback or improvements we have made to our services.

How we collect your data.

We collect your information from yourselves at our initial induction or customer face to face meetings. We ask that you keep us up to date if any changes are made to your information, so we can update our records.

What we collect

We collect data relevant to us so that we can complete our cleaning service. We are required to collect this information to comply with the business framework and for us to complete our cleaning services for you. The information we collect for customer and staff are as follows:

Employees

- Name
- Date of birth
- Address
- Telephone number
- Email address
- Health records / medication you are currently taking
- Next of Kin
- Allergies
- If you have any children
- The vehicle you currently drive
- DBS Check
- References
- For security reasons we also ask you to provide documents to prove your address and ID. These documents are also stored in a safe and secured storage system.

Customers

- Name
- Address
- Telephone number
- Emergency telephone number
- Email address
- Sort code and Account number for Payments.
- Pets and any specific requirements
- Property specific details such as; number of rooms, bathrooms, outside bin location, cleaning material location.
- Security specific details, such as; spare key, alarm codes.

How we store your information

V1 24/05/2018

Home Sweet Home Cleaning Services, Macclesfield – Cheshire

Our privacy policy will also be available to view on our website.

Your data is stored in our efficient online storage document, secure with a log in password and each individual document is password protected.

We store your data to safe guard each employee who works for Home Sweet Home, to maintain our service to our customers and to communicate with you.

Data that is no longer required is shredded or deleted from our system after your employment or Services are terminated with Home Sweet Home. Please refer to our data retention policy below.

Who else see's your information

Staff Data / Information

We will only share your personal information with other organisations for the following reasons:

- Payroll processing
- Pension processing
- Safeguarding concerns
- Any governing bodies or law enforcements agencies.

We only work with 3rd party companies that comply to GDPR.

Customers Data / Information

The information we store about you will only be used on the systems we currently work on to complete our service. All 3 systems we use comply with data regulations. None of these systems will use your information to contact you directly it is simple a storage system for us to work. The information is used only for us to complete our service for you. Home Sweet Home work with Sub contractors for Landscape gardening services, oven cleaning and carpet cleaning. If you as our customer require this information we will share relevant information with them, so they can complete their service to you. Home Sweet Home and all the staff follow strict measures to maintain the safety and security of your data.

Your rights

Staff and customers have the right to ask to see the data we have about them and to ask if any errors can be corrected. We will respond to all such requests with 40 days. You can ask for the data to be deleted, but please note:

We will not be able to continue our service to you if we do not have sufficient information about you.

Even after you terminate our services, we have a statuary duty to retain some types of data for 7 years, so we will not be able to delete everything immediately.

If you have a complaint about how we have kept your information secure, or how we have responded to a request to access, update or erase your information, you can contact Laura Shea at Home Sweet Home Cleaning Services.

Any changes made to the policy in the future will be communicated to you via email.

Please Sign and date if you agree with the above policy.

Print Name _____ Date _____

Sign _____

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