

Privacy Policy - Solid Clean Ltd

1. Introduction

This Privacy Policy outlines how Solid Clean Ltd ("we", "us", or "our") collects, uses, discloses, and protects personal data obtained through our website, services, and other interactions. We are committed to safeguarding your privacy in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

By using our website or services, you agree to the terms of this Privacy Policy.

2. Who We Are

Solid Clean Ltd

Company Number: 15522779

Company Address: Hedgerouse House, 51 Schoolgate Drive, Morden, SM4 5DP

Email: info@solidcleanltd.com

Phone: 020 3633 5119

We are a professional cleaning service provider based in the United Kingdom.

3. What Information We Collect

We collect and process the following categories of personal data:

a) Information you provide:

- Full name
- Email address
- Telephone number

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- Home or service address
- Booking or enquiry details
- Payment information (via third-party processors)

b) Information we collect automatically:

- IP address
- Browser type and version
- Usage data and page interactions (via cookies and analytics tools)

4. How We Use Your Information

We use your data for the following purposes:

- To provide and manage cleaning services
- To process enquiries, bookings, and payments
- To send confirmations, invoices, and updates
- To improve our services and website performance
- To comply with legal and regulatory obligations
- To conduct customer satisfaction surveys or marketing communications (with consent)

5. Legal Basis for Processing

We process your personal data based on one or more of the following legal grounds:

- Performance of a contract
- Compliance with legal obligations
- Legitimate interests (e.g. service improvement, fraud prevention)
- Your consent (for marketing or cookies)

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6. Sharing Your Data

We may share your data with third parties, only where necessary:

- Payment processors (e.g. Stripe, Square)
- Analytics and website providers (e.g. Google Analytics)
- CRM and communication tools (e.g. Mailchimp, Calendly)
- Subcontractors or employees providing services under our instruction

All third parties are required to handle your data securely and lawfully, in accordance with data protection regulations.

7. International Data Transfers

We do not routinely transfer your personal data outside the UK or EEA. Where international data transfers occur (e.g. via service providers), we ensure appropriate safeguards are in place, such as Standard Contractual Clauses (SCCs).

8. Data Retention

We retain personal data only as long as necessary to fulfil the purposes outlined in this policy, including:

- Service delivery
- Legal and tax compliance
- Dispute resolution

Typically, we retain data for up to 6 years for accounting and legal purposes.

9. Your Rights

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Under the UK GDPR, you have the following rights:

- Right to access your data
- Right to rectification
- Right to erasure ("right to be forgotten")
- Right to restriction of processing
- Right to data portability
- Right to object to processing
- Right to withdraw consent at any time
- Right to lodge a complaint with the Information Commissioner's Office (ICO)

To exercise any of these rights, please contact us at: info@solidcleanltd.com

10. Cookies and Tracking

Our website may use cookies and similar technologies to enhance user experience, analyse traffic, and support site functionality.

You can manage cookie preferences through your browser settings. For more details, please refer to our upcoming Cookie Policy.

11. Data Security

We take appropriate technical and organisational measures to protect your personal data against unauthorised access, misuse, or loss, including:

- Encrypted communication (SSL)
- Secure data storage systems

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- Access control and user authentication

12. Changes to This Policy

We reserve the right to update this Privacy Policy at any time. Updates will be posted on this page with the revised effective date. We encourage you to review this page periodically.

13. Contact

If you have any questions, requests, or complaints about this policy or how we handle your data, please contact us:

Solid Clean Ltd

Hedgerouse House, 51 Schoolgate Drive, Morden, SM4 5DP

Company Number: 15522779

Email: info@solidcleanltd.com

Phone: 020 3633 5119

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO):

www.ico.org.uk