

New privacy laws. Your data is safe with us (we'll never sell it). We may ask you to click a button next time you log in to our website to show you understand this.

New European privacy laws (GDPR) commence on May 25th, 2018 and will affect everyone. As our customer, we'd like to assure you we've always taken your privacy seriously and this won't change.

In preparation for this we are writing to inform you that the company information we hold about your organisation (trading name, address, sales/operation/accounts contact names, telephone numbers (including mobile numbers) and email addresses, company registration number, VAT number, sales and purchase invoice activity and bank details (should we need to pay you, or you need to pay Complete Cleaning Services) it is used solely to process your orders, manage your account, and email or post you invoices, statements and/or remittance advices. Any information that we hold is purely to maintain our business relationship with your company, and is not shared with any third party. It is stored securely, and encrypted, where possible.

Due to these new laws, next time you log in to Complete Cleaning Services, you may be asked to confirm you agree with the new policies. This will mean simply clicking a button, so no big deal.

Thanks for being a wonderful human being and supporting the starry-eyed adventure that is Complete Cleaning Services, we appreciate it and promise to keep your data safe and only use it to help deliver better content and features so you get the most out of Complete Cleaning Services.

# **Privacy Policy**

This privacy policy sets out how Complete Cleaning Services uses and protects any information that you give Complete Cleaning Services when you use this website.

Complete Cleaning Services is 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.

Complete Cleaning Services may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 24.05.2018.

## **What we collect**

We may collect the following information:

- name
- contact information including email address
- demographic information such as postcode
- other information relevant to complete any services that are required
- we do not collect cookies

## **What we do with the information we gather**

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

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.

## **Security**

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

## **How we use cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information.

We 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. It may still be held with Google analytics.

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 other websites of interest. 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, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at [info@ccsussex.co.uk](mailto:info@ccsussex.co.uk).

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. 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 write to Ledsham House, 4 Ledsham Park, St. Leonards-On-Sea, East Sussex TN37 7LO

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.