

London Soft Wash Privacy Policy – October 2020

London Soft Wash is part of London Soft Services Limited. This privacy policy will explain how our company uses the personal data we collect when you use our website

Contact details

Name: Paul Allen

Address: Pembroke Lodge Pembroke Road, Ruislip, Middlesex HA4 8NQ

Company Number: 12678614

Phone Number: 01895 713 073

E-mail: info@londonsoftwash.co.uk

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name , email address, phone number & address)
 - The work we undertake for you as a customer
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How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Registering Online or place a request for a consultation for any of our services
- Voluntarily complete a customer survey or provide feedback via email
- Use or view our website via your browser's cookies

We use the information that you have given us in order to :

Process your order and manage the process of completing the service.

Email you with services we may think are relevant to your property or if you have enquired previously.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting : info@londonsoftwash.co.uk

(b) We have a contractual obligation.

(c) We have a legal obligation.

How we store your personal information

Your information is securely stored at Pembroke Lodge Pembroke Road, Ruislip, Middlesex HA4 8NQ

We keep your name , email address, phone number & address for a minimum of 2 years (guarantee period). We will then dispose your information by updating our Customer database.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [info@londonsoftwash.co.uk] if you wish to make a request.

What are Cookies and how we use them.

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. When you visit our website we may collect information through cookies or similar technology.

London Soft Wash uses cookies in a range of ways to improve your experience on our website including :

Keeping you signed in

Understanding how you use our website, the content you viewed and the links you followed to get to our website.

We may use the above information for advertising purposes

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at:

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