

Privacy Policy – SSR Window Cleaning

1. Introduction

This Privacy Policy explains how **SSR Window Cleaning** ("we", "us", "our") collects, uses, stores, and protects your personal data when you use our website, online booking systems, or our services.

We are committed to protecting your privacy and handling your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Information We Collect

- Name
- Billing and service address
- Email address
- Telephone number
- Booking and service details
- Payment information (processed securely by third parties; we do not store full card details)
- Communications with us

3. How We Collect Your Data

- Online enquiries and quote requests
- Online booking system
- Website payments
- Phone, email, and website forms
- Website usage

4. How We Use Your Data

- Provide and manage our services
- Process bookings, appointments, and payments
- Send service communications and reminders
- Respond to enquiries and support requests
- Maintain accounting and business records
- Improve our services and website

5. Lawful Basis for Processing

- Contractual necessity
- Legitimate interests
- Legal obligation
- Consent (where required)

6. Data Sharing

We may share data with booking and payment providers, accounting software, website hosting and analytics services (via Wix), and authorities where legally required.

7. Data Retention

Personal data is retained only as long as necessary for business, legal, and accounting purposes.

8. Data Security

We take appropriate technical and organisational measures to protect your data.

9. Your Rights

You have the right to access, correct, delete, restrict, or object to processing of your data, and to withdraw consent at any time.

10. Contact Information

SSR Window Cleaning

Email: Info@SSRCleaningServices.com

Telephone: 07467 397966

11. Complaints

If you are unhappy with how we handle your data, you may complain to the Information Commissioner's Office (ICO): www.ico.org.uk

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