

Privacy Notice

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Who we are

Jazmin Witt trading as Fresh & Green Eco Cleaning provides domestic cleaning services. When you ask us for a quote or book a clean, we hold some information about you, and we are the data controller for it.

You can reach us at info@fresh-green.co.uk or telephone: 07398 461874 Jazmin Witt looks after data protection questions.

This notice explains what we hold, why, and what you can ask us to do about it. It applies to customers, people who ask for a quote, and anyone who contacts us.

What we hold and why

We only collect what we need to quote for and carry out your clean, and to run the business properly.

What we hold	Why	Our lawful basis
Name, address, phone, email	To quote, book visits and contact you	Performing our contract with you
Details of your home and the tasks agreed	To price the work and clean as agreed	Performing our contract with you
Access arrangements — key codes, alarm codes, where a key is kept	To get in at the agreed time	Performing our contract with you
Bank or card payment details, invoices and payment records	To take payment and keep accounts	Performing our contract, and our legal obligation to keep tax records
Notes about allergies, sensitivities or health in the household	To choose products that are safe for you	Your explicit consent (see below)

Photographs of work, where taken	To record quality or support an insurance claim	Our legitimate interest in evidencing our work
Complaints, messages and correspondence	To deal with the issue and improve what we do	Our legitimate interest in running the business well
Your email address for occasional service updates	To tell you about changes to prices, availability or the service	Our legitimate interest in keeping customers informed

If you do not give us the information marked as contract-related, we may not be able to quote or clean for you. Everything else is optional.

We do not use your information to make any automated decision about you, and we do not use it for profiling.

Health and allergy information

We ask about allergies, asthma, chemical sensitivity and similar so that we can choose cleaning products that are safe for your household. This is health information, which the law treats as sensitive, so we handle it more carefully than the rest.

We rely on your explicit consent to hold it. You give that consent by telling us, and you can withdraw it at any time by contacting us — though if you do, we may not be able to keep tailoring the products we use.

We record only what we need to make the right product choice. We do not ask for diagnoses or medical detail, and we do not share this information with anyone outside the business.

Who we share it with

We do not sell your information, and we do not share it for anyone else's marketing.

We share it only where we need to:

- Our cleaners, who need your address, access arrangements and any product notes to do the work.
- Our accountant and HMRC, for invoices, accounts and tax.

- Our insurer and their loss adjuster, if there is a claim.
- Our payment provider and bank, to process payments.
- The police or other authorities, where the law requires it.
- We use cloud-based providers for email and accounting software that may store data outside the UK under approved safeguards.

How long we keep it

What	How long
Quotes that do not become bookings	12 months
Customer contact and service records	While you are a customer, then 2 years
Invoices, payments and accounts	6 years after the end of the tax year, as HMRC requires
Access codes and key records	Deleted as soon as our arrangement ends
Health and allergy notes	Deleted when you stop being a customer, or sooner if you withdraw consent
Complaints and insurance correspondence	6 years, in case of a later claim

We delete or securely destroy information once we no longer need it.

Keeping it safe

We keep records on password-protected devices and in locked storage, and only the people who need your details can see them.

Keys are labelled with a code, never your name or address, and are kept separately from any record of where they belong. Alarm and key-safe codes are stored separately from addresses.

Our cleaners are told not to discuss customers' homes, and not to take photographs except for the reasons set out above.

If something goes wrong and your information is put at risk, we will tell you and the Information Commissioner's Office where the law requires it.

Your rights

You can ask us to:

- **Show you** what we hold about you.
- **Correct** anything wrong or out of date.
- **Delete** it, where we no longer need it. We cannot delete invoices and accounts before the six years HMRC requires.
- **Restrict** or **stop** what we are doing with it while a question is sorted out.
- **Send it on** to you or another provider in a usable format.
- **Stop using it** where we rely on our legitimate interests, including stopping service emails at any time.

Where we rely on your consent — the health and allergy notes — you can withdraw it whenever you like. That does not affect anything we did before you withdrew it.

Just contact us at info@fresh-green.co.uk or 07398 461874. It is free, and we will reply within one month.

Complaints and changes

If you are unhappy with how we have handled your information, please tell us first — we would like the chance to put it right.

You can also complain to the Information Commissioner's Office, the UK regulator, at ico.org.uk or on 0303 123 1113.

We may update this notice from time to time. The current version is always available on request www.fresh-green.co.uk, and we will tell customers directly about any significant change.