

CleanTeamLon Ltd

Privacy Policy

PROFESSIONAL CLEANING SERVICES

How we collect, use, store and protect personal information

Website: cleanteamlon.co.uk
Email: cleanteamlon@gmail.com
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This document is intended as a practical business template for publication on the CleanTeamLon Ltd website. It is not a substitute for advice from a qualified UK solicitor or data-protection professional.

1. Who we are

CleanTeamLon Ltd ("CleanTeamLon", "we", "us" or "our") provides domestic and commercial cleaning services in London and surrounding areas. For the purposes of UK data-protection law, CleanTeamLon Ltd is the controller of the personal information described in this policy.

Contact for privacy enquiries: cleanteamlon@gmail.com.

2. Scope of this policy

This policy applies when you visit our website, request a quotation, make or manage a booking, communicate with us, pay for services, leave a review, make a complaint, or otherwise interact with CleanTeamLon Ltd as a customer, prospective customer, supplier, contractor or business contact.

3. Personal information we may collect

- Identity and contact information: name, telephone number, email address and preferred contact method.
- Service and property information: service address, access instructions, requested services, photographs supplied by you, information about pets, parking, alarms, keys or other practical arrangements.
- Booking and transaction information: dates, times, quotations, invoices, payments, refunds and outstanding balances. We do not normally store full payment-card details; card payments are processed by the relevant payment provider.
- Communications: emails, text messages, WhatsApp messages, telephone notes, enquiries, feedback and complaints.
- Website and device information: IP address, browser type, device type, pages viewed, referring page and cookie choices, where these are collected by our website or service providers.
- Marketing preferences: whether you have asked to receive or stop receiving promotional communications.
- Business contact information: job title, company name and professional contact details where you act for an organisation.

Please do not send us sensitive personal information unless it is genuinely necessary for the service. Where health, disability or other sensitive information is provided to explain a cleaning requirement, we will use it only as necessary and with appropriate safeguards.

4. How we collect information

- Directly from you through website forms, email, telephone, WhatsApp, text message, social media or in person.
- From another person who is authorised to arrange a service for you, such as a family member, landlord, letting agent, property manager, employer or Airbnb host.
- Automatically through cookies and similar technologies used on our website.
- From payment providers, booking platforms, review platforms and professional advisers where necessary.
- From publicly available business sources where we are communicating with an organisation.

5. Why we use information and our lawful bases

Purpose	Typical lawful basis
Responding to enquiries, preparing quotations and taking steps to fulfil a request	Contract and legitimate interests
Providing and managing cleaning services, access arrangements and payments	Contract

Purpose	Typical lawful basis
Keeping tax, accounting and transaction records	Legal obligation
Handling service issues, complaints, disputes, fraud prevention and business recovery	Legitimate interests; legal claims
Improving our services, administration and website	Legitimate interests; consent where required for non-essential cookies
Sending marketing by email, text or similar electronic means	Consent or the limited 'soft opt-in' where legally available; you may opt out at any time
Using before-and-after photographs for marketing	Your separate permission; we will avoid identifying the property or person

6. Sharing personal information

We share personal information only where necessary and proportionate. Recipients may include cleaners and contractors working under our instructions; website, email, communications, booking, cloud-storage, accounting and payment providers; professional advisers, insurers and debt-recovery providers; law-enforcement bodies, regulators, courts or public authorities where required; and a buyer or successor in connection with a genuine business sale or reorganisation.

We do not sell personal information. Anyone who processes information for us is expected to protect it and use it only for the agreed purpose.

7. International transfers

Some technology providers may store or access information outside the United Kingdom. Where this happens, we will use an appropriate legal safeguard, such as UK adequacy regulations or approved contractual protections, and take reasonable steps to check that the information remains protected.

8. How long we keep information

- Enquiries that do not become bookings: normally up to 24 months after the last contact.
- Customer, booking, invoice and payment records: normally 6 years after the end of the relevant financial year or relationship, where needed for tax, accounting or legal purposes.
- Routine communications and access instructions: only as long as reasonably needed for the service and any follow-up.
- Complaints, incidents and disputes: for the period reasonably needed to resolve the matter and protect legal rights.
- Marketing preferences and suppression records: as long as needed to respect your choice not to be contacted.
- Cookie information: according to the lifetime of the relevant cookie or technology, as described in our Cookie Policy.

We may keep information for longer where the law requires it, where a dispute or investigation is ongoing, or where it is needed to establish, exercise or defend legal claims.

9. Security

We use reasonable organisational and technical measures designed to protect personal information, including restricted access, appropriate passwords and device security, careful handling of keys and access details, and the use of reputable service providers. No internet or storage system is completely secure, but we review risks and respond to suspected data breaches.

10. Your rights

- To be informed about how your information is used.
- To request access to your personal information.

- To ask us to correct inaccurate or incomplete information.
- To ask for deletion in circumstances where the law provides that right.
- To ask us to restrict processing in certain circumstances.
- To object to processing based on legitimate interests or to direct marketing.
- To receive certain information in a portable format where applicable.
- To withdraw consent at any time where consent is our lawful basis, without affecting earlier lawful use.

To exercise a right, email cleanteamlon@gmail.com. We may need to verify your identity. Rights are subject to legal conditions and exemptions.

11. Marketing

You can stop promotional emails, texts or WhatsApp marketing at any time by using an unsubscribe option where provided or by contacting us. Service messages about an active enquiry, booking, payment or safety matter are not marketing and may still be sent where necessary.

12. Cookies and website services

Our website may use essential cookies and, subject to your choices, analytics or other optional technologies. Non-essential cookies should not be placed before valid consent where consent is required. Please read our Cookie Policy for further information and available controls.

13. Children

Our services are arranged by adults. Our website and marketing are not directed at children, and we do not knowingly collect children's personal information through the website except where an adult provides limited information that is genuinely necessary to deliver a service safely.

14. Complaints

Please contact us first at cleanteamlon@gmail.com so we can try to resolve your concern. You also have the right to complain to the Information Commissioner's Office (ICO), the UK's data-protection regulator. Current complaint methods are available on the ICO website.

15. Changes to this policy

We may update this policy when our services, website, suppliers or legal obligations change. The latest version will be published on our website with a revised 'last updated' date.