



Privacy Policy

Lightning Clean
213 Victoria Road
Southampton
SO19 9EG
Tel: 07858 287088
Email: info@lightningclean.co.uk

Introduction

At Lightning Clean, we are committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store, and protect your personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. By using our services, you consent to the collection and use of your data in accordance with this policy.

1. Information We Collect

We may collect and process the following data:

- Personal Identification Information: Name, email address, phone number, and postal address.
- Payment Information: Credit or debit card details (processed securely via a third-party payment provider).
- Service-related Information: Information regarding the services you request, including addresses and details related to your cleaning requirements.
- Technical Data: When visiting our website, we may collect technical data such as your IP address, browser type, and operating system (via cookies or similar technologies).

2. How We Use Your Information

We may use your personal data for the following purposes:

- To provide the cleaning services you have requested.
- To process payments and manage billing.
- To communicate with you about your services, including confirmations, updates, and promotions (where consented).
- To improve our services, including analysing customer feedback and usage patterns.
- To comply with any legal obligations under UK law, including the Data Protection Act 2018 and UK GDPR.

3. Legal Basis for Processing Your Data

Under UK GDPR, we rely on the following legal bases for processing your personal data:

- Performance of a Contract: We process your personal data to fulfil the contract we have with you for providing our cleaning services.
- Consent: We may process your data for marketing purposes (e.g., sending promotional emails) where you have given explicit consent.
- Legal Obligation: We may process your data to comply with legal requirements or obligations (e.g., for tax reporting).
- Legitimate Interests: We may process your data to improve our services, provided it does not override your rights and freedoms.

4. Sharing Your Information

We respect your privacy and will not sell or rent your personal information to third parties. However, we may share your data with third-party service providers for the following purposes:



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- **Payment Processing:** We may share your payment information with payment gateways to process transactions.
- **Service Providers:** Third-party contractors may be used to assist in delivering services, but they will only have access to the data necessary to perform their functions.
- **Legal Compliance:** If required by law or to protect our rights, we may disclose your data to authorities.

5. Data Security

We take reasonable precautions to protect your personal information from unauthorised access, alteration, or destruction. These precautions include the use of secure networks and encryption where appropriate. However, no method of transmission over the internet is 100% secure, and while we strive to protect your data, we cannot guarantee its absolute security.

6. Data Retention

We will retain your personal data only for as long as necessary for the purposes outlined in this policy or as required by law. Once your data is no longer needed, it will be securely deleted or anonymised in accordance with our data retention policy, which complies with the requirements of the UK GDPR.

7. Your Rights

Under the UK GDPR, you have the following rights:

- **Right to Access:** You can request a copy of the personal data we hold about you.
- **Right to Rectification:** You can request corrections to any inaccurate or incomplete information.
- **Right to Erasure:** You can request the deletion of your personal data, subject to legal obligations.
- **Right to Restrict Processing:** You can request the restriction of processing of your personal data in certain circumstances.
- **Right to Object:** You can object to the processing of your personal data for direct marketing purposes or based on legitimate interests.
- **Right to Data Portability:** You can request a transfer of your personal data to another service provider in a structured, commonly used, and machine-readable format.

To exercise any of these rights, please contact us using the details below.

8. Cookies and Tracking Technologies

We may use cookies and similar tracking technologies to enhance your experience on our website, improve functionality, and analyse website usage. You can adjust your browser settings to refuse cookies or alert you when cookies are being sent. For more information about how we use cookies, please refer to our Cookie Policy.

9. Third-Party Websites

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of these external sites. We encourage you to review their privacy policies before providing any personal data.



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10. Changes to This Privacy Policy

We reserve the right to update or modify this Privacy Policy at any time. Any changes will be posted on this page, and the "Effective Date" will be updated accordingly. We recommend that you review this policy periodically to stay informed about how we are protecting your information.

11. Contact Us

If you have any questions, concerns, or requests related to your personal data or this Privacy Policy, or if you wish to exercise your rights under the UK GDPR, please contact us at:

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If you are dissatisfied with our response to your data protection concerns, you have the right to lodge a complaint with the Information Commissioner's Office (ICO), the UK's supervisory authority for data protection matters. You can contact the ICO at:

Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Phone: 0303 123 1113
Website: www.ico.org.uk

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