

PRIVACY and COOKIES POLICY

This policy is in accordance with the General Data Protection Regulations (GDPR) and sets out how we, CLEAR EXTERIOR, collect, use, protect, disclose, transfer and store any information that you give to us when you contact us or use our website or social media platforms.

This Privacy and Cookies Policy relates to our use of any personal information we collect from you via our website www.clear exterior.co.uk; via any clear exterior social media; via any mobile device and also to our use of any personal information you provide to us by phone, text message, email, in letters and other correspondence and in person.

To enable us to provide you with the best service possible and to enable us to fulfil any agreement or contract for provision of services with you, we may need to collect and store information about you.

We are committed to safeguarding your personal information. Whenever you provide such information, we are legally obliged to use your information in line with all present applicable laws concerning the protection of personal information. Please however be aware that no website or online system can be completely secure and if you have any concerns that your data could have been compromised then please do get in touch immediately by telephone to 07811 856647.

The CLEAR EXTERIOR website may from time to time contain links to other websites that we believe may interest our customers and/or we may recommend other businesses or websites to you. Please note that we do not have control over any other such businesses or websites and cannot therefore be responsible for the protection of your data and/or the privacy of any information which you provide to such businesses or on such sites.

TYPE OF INFORMATION CLEAR EXTERIOR MAY COLLECT ABOUT YOU

When you make contact with us to enquire about our services or when you access any of our services or online content, such as websites, comment boards, social media sites, mobile notifications, telephone or text and/or enter into a contract with us, we may receive personal information about you. This can be information such as your full name, email address, postal address, telephone, text or mobile number, gender or date of birth, as well as information about people who also live at your address.

If we require you to provide additional personal information we will provide further information about why we are collecting your information and how we will use it.

We also collect information about how you use our websites or social media platforms, and the device(s) you use to access such services. We use traffic log cookies to identify which pages are being used. This includes collecting unique online identifiers such as IP addresses, which can uniquely identify a specific computer or other device on the internet. This helps us analyse data about traffic to our website and/or social media platforms and thus we are able to assess which pages customers find useful and improve our website to meet customer needs. This information is only used for statistical and analysis purposes. You can choose to accept or decline cookies on your browser.

HOW WILL YOUR DATA AND INFORMATION BE USED?

We will use your personal information to provide our services and to provide you with information about them and to deal with your requests and enquiries; to contact you for reasons related to the service we have provided or are providing to you or about any enquiry you have made to us; to keep our records accurate and up to date; to use IP addresses and identifiers to identify the location of users and the number of visits from different locations as well as to deal with any disruptive use; for analysis and research purposes so that we may improve the services offered; to notify you of special offers or marketing promotions if you have given consent for us to do so.

Where we propose using your personal information for any other purpose we will ensure that we notify you first.

We may contact you in relation to any services we have or may be providing to you; in relation to any communication we receive from you or any comment or complaint you make to us about our services; in relation to any comment or statement or information you have submitted to us via message boards, social media sites or via text or voicemail message; to update you on any material changes to our policies and, where you have expressly agreed, for marketing purposes.

SHARING YOUR PERSONAL INFORMATION WITH OTHERS

We will keep your information within CLEAREXTERIOR except where disclosure is required or permitted by law or if you post or send content which may reasonably be deemed to be offensive, inappropriate or objectionable anywhere on or to CLEAREXTERIOR websites or social media sites or otherwise engage in any disruptive behaviour on any CLEAREXTERIOR platform. In such circumstances we may use your personal information to stop such behaviour.

Where we reasonably believe that you are or may be in breach of any applicable laws we may use your personal information to inform relevant third parties, including law enforcement agencies, where we are permitted to do so under applicable laws.

We may share your information within our business which may include to employees and/or subcontractors where this is necessary to provide you with the services you have requested from us. We may share your personal information within our business to keep our database accurate and up to date.

We may share some data with third party sites, with appropriate security measures in place. For example, we sometimes use third parties to process your information, e.g., to provide analysis or in relation to our work scheduling systems which are operated by Aworka/Tin Cloud. All such third parties operate, as do we, https secure connections and secure username/password protected login. Please also ensure you have accessed such parties own Privacy policies.

In relation to the above we are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have in place suitable physical, electronic and managerial procedures to safeguard the information we hold and share.

RETENTION OF PERSONAL INFORMATION

We will hold your personal information on our systems for as long as is necessary for the relevant activity or legitimate business interest. If you make a request to us in writing to delete your personal information then we will do so immediately or as soon as is reasonably possible, and any remaining information will be solely used to maintain our business records.

If we have undertaken any services for you then we retain your information because we may need access it for legitimate business purposes such as auditing and accounting and in such circumstances your personal information shall be retained for the amount of time we are legally required to hold such records and information.

You can ask us to delete the data we hold about you. Make a written request asking us to do this to clearexterior@hotmail.co.uk.

Under the GDPR, you have the right to request a copy of the personal information that CLEAREXTERIOR holds about you and to have any inaccuracies corrected.