



## **Privacy Policy**

### **JDS Enterprises Group Limited**

#### **1. Introduction**

This Privacy Policy explains how JDS Enterprises Group Limited ("we", "us", "our") collects, uses, stores, and protects personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

We are committed to protecting your privacy and handling your personal data responsibly and transparently.

#### **2. What information we collect**

We may collect and process the following personal information:

- Name
- Address / property details
- Telephone number
- Email address
- Details relating to your cleaning requirements
- Communication history (messages, call notes, enquiries)

We only collect data that is necessary to provide our services and generate accurate quotes.

#### **3. How we use your information**

We use your personal data for the following purposes:

- To provide quotes for cleaning services
- To contact you regarding your cleaning enquiry or booking
- To arrange and manage cleaning services
- To respond to questions or requests
- To maintain basic records of customer interactions

We do not use your data for automated decision-making or profiling.

#### **4. Lawful basis for processing**

Under UK GDPR, we rely on:

- Contract: to provide services you request
- Legitimate interests: to manage enquiries and business operations
- Consent: where required for certain communications

#### 5. How we store your data

Your personal information is stored securely:

- On password-protected work mobile phones
- Within a secure third-party CRM system

#### 6. Data sharing

We do not sell or share your data for marketing purposes.

We may share data only with trusted service providers (e.g. CRM systems) or where required by law.

#### 7. Data retention

We keep data only as long as necessary for service provision and legal obligations, then securely delete or anonymise it.

#### 8. Your rights

You have the right to:

- Access your data
- Request correction
- Request deletion
- Restrict or object to processing
- Data portability
- Withdraw consent

#### 9. Security

We use appropriate security measures including password protection and secure systems, but no system is 100% secure.

#### 10. Changes to this policy

We may update this policy from time to time and will publish changes when required.

#### 11. Contact

JDS Enterprises Group Limited

Email: [hello@jds-externalcleaning.co.uk](mailto:hello@jds-externalcleaning.co.uk)

Phone: 07713 490773

Registered address: Waters and Atkinson, Old Courthouse, Clark St, Morecambe, LA4 5HR

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JDS External Cleaning is the trading name of JDS Enterprises Group Limited. Registered address: Waters and Atkinson, Old Courthouse, Clark St, Morecambe, LA4 5HR. Registered Company Number: 11436770. VAT Registration Number: 485 4114 83.