



## **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. Recruitment and Pre-Employment Screening

As part of our recruitment process, we may collect, verify and assess information relevant to a candidate's suitability for employment.

Depending on the role, this may include:

- Verification of identity and right to work in the UK.
- Verification of address history.

- Verification of driving licence details and driving record.
- Employment history and reference checks.
- Verification of qualifications and certifications where relevant.
- Review of publicly available information and public records relevant to the role.
- County Court Judgment (CCJ) and insolvency checks where considered relevant to the position applied for.

We process this information for the purposes of assessing a candidate's suitability, reliability, trustworthiness, legal eligibility to work, and ability to perform the duties of the role.

Where information obtained during the recruitment process raises questions or concerns, candidates may be given an opportunity to provide clarification or supporting evidence before a decision is made.

Any recruitment-related information collected will be processed in accordance with applicable data protection legislation and retained only for as long as reasonably necessary for recruitment and legal compliance purposes.

#### 11. Changes to this policy

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

#### 12. 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