

# Privacy Notice

Lavena Cleaning

Contact: poinarlavinia@yahoo.com | 07789 007055

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## 1. Who we are

Lavena Cleaning is the data controller for personal information we collect for enquiries and service delivery.

Contact: poinarlavinia@yahoo.com | 07789 007055

## 2. What personal data we collect

- Name, email address, phone number
- Address and access details for the property to be serviced
- Enquiry details and service requirements
- Payment/invoicing information (where applicable)
- Photos only if agreed (e.g., before/after evidence)

## 3. How we use your data

- To respond to enquiries and provide quotes
- To deliver services and communicate about appointments
- To issue invoices/receipts and manage payments
- To improve our services and handle complaints

## 4. Lawful bases

- Contract: to provide the service you request
- Legitimate interests: to run and improve our business and respond to enquiries
- Legal obligation: where we must keep records for tax or compliance purposes
- Consent: where you ask to receive marketing (if used)

## 5. Who we share data with

- Landlords/agents or authorised representatives you specify
- Service providers needed to run the business (e.g., email, invoicing) where relevant
- Regulators or authorities if required by law
- We do not sell your personal data.

## 6. How we store and protect data

- Access is limited to those who need it to perform the work
- We take reasonable steps to secure devices and accounts
- We minimise data collected and keep it only as long as needed

## **7. Retention**

We keep enquiry and service records for as long as necessary for service delivery, accounting, and legal compliance. Typical retention may be several years for invoicing/tax records.

## **8. Your rights**

- Access, correction, deletion (where applicable)
- Restriction or objection to processing (in certain cases)
- Data portability (in certain cases)
- Withdraw consent (where consent is the basis)

To exercise your rights, contact us using the details above.

## **9. Complaints**

If you are unhappy with how your data is handled, contact us first so we can resolve it. You may also complain to the Information Commissioner's Office (ICO) in the UK.