



DI SHINE CLEANING LTD — PRIVACY POLICY

Last Updated: November 2025

This Privacy Policy explains how **Di Shine Cleaning Ltd** (“we”, “us”, “our”) collects, uses, stores and protects your personal data in compliance with the UK General Data Protection Regulation (GDPR), the Data Protection Act 2018 and all applicable UK privacy laws.

We are committed to safeguarding the privacy of our clients, website visitors and service users.

1. Who we are

Di Shine Cleaning Ltd

Registered Office: **3 Coppice Drive, London, SW15 5BW**

Company Number: **10987050**

VAT Number: **GB484011510**

Email: **info@dishine.co.uk**

Phone: **07596 595 717**

Website: **dishine.co.uk**

We are the “Data Controller”, meaning we decide how and why your information is used.

2. What personal data we collect

We may collect and process the following information:

✓ **Information you provide**

- Full Name
- Email address
- Phone number
- Property address
- Booking details



- Payment information (processed securely via our payment provider – we do not store your card details)
- Photos (e.g., to provide quotations)
- Messages and communication with us

✓ **Automatically collected data (via website)**

- IP address
- Browser type
- Device information
- Cookies and analytics data
(See Section 10 — Cookies)

✓ **From third parties**

- Estate agents or property managers (if they book on your behalf)
- Payment processors (e.g., Stripe, Wix Payments)
- Booking platforms

3. Lawful basis for processing your data (GDPR Article 6)

We process your data under these lawful bases:

✓ **Contractual Necessity**

To provide cleaning services you have booked.

✓ **Legitimate Interests**

For business operations such as scheduling, communication, fraud prevention, and service improvement.

✓ **Legal Obligation**

To comply with tax, accounting and record-keeping laws.

✓ **Consent**

For optional marketing communications (you can opt out at any time).



4. How we use your information

We use your personal data to:

- Provide quotes and respond to enquiries
- Confirm bookings and manage appointments
- Deliver cleaning services
- Communicate with you about your service
- Send invoices, receipts and payment reminders
- Improve our website and customer experience
- Meet legal and regulatory obligations
- Handle complaints and disputes
- Maintain internal records and insurance documentation

We do **not** sell your data to third parties.

5. Who we share your data with

We may share your data with:

✓ **Trusted service providers**

(e.g., scheduling software, invoicing systems, payment processors like Stripe or Wix Payments)

✓ **Subcontractors / cleaners**

Only the details required to complete your booking (e.g., address, access instructions).

✓ **Professional advisers**

Accountants, insurers or legal representatives.

✓ **Regulatory bodies**

If required by law (HMRC, courts, police).

All third parties must comply with GDPR and keep your data secure.

We **never** share or sell your data to external marketers.

6. International data transfers

Some services we use may store data outside the UK (e.g., Wix, Stripe, Google). These providers comply with UK GDPR and use approved safeguards such as:

- UK Adequacy Regulations
 - Standard Contractual Clauses (SCCs)
 - ISO-certified security frameworks
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7. How long we keep your data (Retention)

We retain personal data only as long as necessary:

- Booking records: **7 years** (legal requirement for tax records)
- Emails and communication: **3 years**
- Complaints data: **3 years**
- Contract information: **7 years**
- Photos for quotations: **up to 12 months**, unless required for legal purposes

You may request deletion earlier if data is not required for legal obligations.

8. How we protect your data

We take appropriate technical and organisational measures to keep your data secure, including:

- Encrypted devices
 - Secure passwords
 - Restricted staff access
 - Encrypted payment processing
 - Secure backups
 - Staff confidentiality agreements
 - GDPR training for all staff and subcontractors
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9. Your rights under UK GDPR

You have the right to:



- Access your personal data
- Correct inaccurate information
- Request deletion (“right to be forgotten”)
- Restrict processing
- Object to processing
- Withdraw consent for marketing
- Receive your data in a portable format
- Make a complaint to the ICO

To exercise your rights, email: **info@dishine.co.uk**

10. Cookies & Website Tracking

Our website may use cookies for:

- Analytics (e.g., Google Analytics, Wix Analytics)
- Site functionality
- Booking form performance
- Security
- Improving user experience

You will be shown a cookie banner allowing you to consent or decline.

You may disable cookies in your browser settings.

11. Children’s privacy

We do not knowingly collect or handle personal data relating to children under 18. Any such data provided will be securely deleted.

12. Transfers in the event of business changes

If Di Shine Cleaning Ltd undergoes a business sale, merger or reorganisation, your data may be transferred under legally controlled conditions.



13. Changes to this Privacy Policy

We may update this Privacy Policy from time to time.
The latest version will always be available on our website.
Last update date is shown at the top of the document.

14. Contact us

If you have any questions, please contact:

Di Shine Cleaning Ltd
3 Coppice Drive
London
SW15 5BW

✉ info@dishine.co.uk

☎ 07596 595 717
