

Privacy Policy

How We Use and Manage Your Data

European Cleaning Services (The Company) respects your right to privacy. We put in place security measures for your personal data and manage your personal data in accordance with applicable data privacy regulations. This policy should be read in conjunction with the Data Protection Policy.

The Company recognises that we have a responsibility to protect all the data we hold or process, whether it belongs to the Company, our employees, partners, customers, members of the public or suppliers. By protecting this data, we can ensure that we maintain our reputation as a trusted employer and partner, enabling us to grow as a business and deliver exceptional service to our customers.

It is the responsibility of all our staff, regardless of status, to be familiar with our security management processes and to comply with all information security and privacy policies and the procedures that underpin them.

Please note that the Company is the Data Controller of your personal data. The principles set out in this policy apply to all instances in which the Company receives your personal data as a Data Controller for the purposes described in this notice. Those purposes are processing data to participate in the various activities available on the Company website. The policy also provides information on how the Company collects data from our website during your visit to our site.

If you have any requests concerning your personal data or any queries about these practices, you should contact the Company using the contact details provided later in this document.

How the Company Collects Personal Data

We only collect personal data that you choose to provide to us or that is needed to provide our service to you. We collect personal data directly such as name, age, gender, address, and e-mail address as well as connection and system information. The legal basis for the processing of your personal data is your consent and any other applicable legal basis, such as our legitimate interest in engaging in business and offering products and services of value to you. Any consent you provide may be withdrawn at any time.

You may want to give us your e-mail address, name, telephone number so that we can provide you with information on our products and services or respond to your queries. Some website functionality may be unavailable to users who do not provide their data, or who do not consent to the use of Cookies and similar requirements. Furthermore, if you choose not to provide your personal data, we will not be able to provide you with our products or services or with other support or responses.

Security Measures

The Company takes appropriate security measures in accordance with Data Protection Regulations. The Company has security measures in place designed to prevent data loss, to preserve data integrity, and to regulate access to data. Only authorised employees have access to your personal data.

All Company employees who have access to your personal data are required to adhere to this Privacy Notice and all third-party service providers are required by the Company to ensure that any of their

employees who have access to your personal data have signed non-disclosure agreements. In addition, contracts are in place with such third-party service providers acting as data processors for the Company that have access to your personal data, to ensure that the level of security required is in place, and that your personal data is processed only as instructed by the Company.

As part of our commitment to information security, the Company will implement industry best practice security controls and assure the effectiveness of our controls measures. The Company will ensure that any actual, suspected, or potential breaches of information security are reported and investigated. The Board of Directors supports the information security management system and require all staff, whether permanent or temporary, partner organisations, suppliers, and contractors to do the same.

How the Company uses your Personal Data

Your personal data will only be used for the purposes for which you provided it to the Company, as indicated to you at the time you provided your personal data. It will also be used to administer, support, and obtain feedback on the level of our services, to help prevent breaches of security, the law, or our contract terms.

How and Why the Company Discloses your Personal Data

The Company will never share your personal data with any third-party business that intends to use it for their own purposes, other than as required by law.

The Company may share your personal data, with your consent, with third parties such as those who assist us in providing the products and services and who perform technical operations.

Your Rights

You have the right to ask the Company to provide you with the information it stores on you. If you wish to access your personal data, you can contact the Data Controller. You have the right to ask the Company to rectify, block, complete and delete your personal data, to restrict its use, and to post your data to another organisation. You have the right to request additional information about the handling of your personal data. You also have the right to object to the processing of your data by the Company in some circumstances and, where we have asked for consent to process your data, to withdraw this consent. Additionally, you may contact the Data Protection Officer at 70 White Lion Street, London, N1 9PP.

There are exceptions to these rights. For example, access to personal data may be denied in some circumstances if making the information available would reveal personal information about another person or if the Company is legally prevented from disclosing such information. Additionally, the Company may be able to retain data even if you withdraw your consent, where the Company can demonstrate that it has a legal requirement to process your data.

Collecting Data from Children

The Company does not collect personal data from individuals under the age of eighteen years.

Changes to the Privacy Policy

The Company may, from time to time, make changes and corrections to this policy. If we believe that the changes are material, you will be informed as follows:

- Notifying the changes on our website.
- Sending you an e-mail about the changes.

You will also be provided with the opportunity to consent to material changes. Changes will be effective upon the posting of the changes and your acceptance of the changes, which may be through your continued use of the site after the changes take effect.

Retention of Personal Data

The General Data Protection Regulations (GDPR) do not prescribe how long the Company should hold personal. Therefore, the Company will retain your information only for as long as is necessary for the purposes set out in this policy. The Company will retain and use your information to the extent necessary to comply with our legal obligations, resolve disputes, and enforce our agreements. We also retain log files for internal analysis purposes. These log files are generally retained for a short period of time, except where they are used for website security, to improve website functionality, or we are legally obligated to retain them for longer time periods.

Company Website

The Company may use cookies, web beacons, tracking pixels, and other tracking technologies when you visit our website including any other media form, media channel, mobile website, or mobile application related or connected to help customize the site and improve your experience.

We reserve the right to make changes to this Cookie Policy at any time and for any reason. Changes or modifications will be effective immediately upon posting the updated Cookie Policy on the site, and you waive the right to receive specific notice of each such change or modification.

You are encouraged to periodically review this Cookie Policy to stay informed of updates. You will be deemed to have been made aware of, will be subject to, and will be deemed to have accepted the changes in any revised Cookie Policy by your continued use of the site after the date such a revised Cookie Policy is posted.

D S Kedward

Stuart Kedward
HR & Compliance Director
1st June 2026