

Privacy Policy (UK)

1. Who We Are

Mother Nature Cleans is a provider of eco-friendly residential, commercial, and holiday let cleaning services in the UK.

Contact Details:

Email: hello@mothernaturecleans.co.uk

2. What Data We Collect

We may collect and process the following types of personal data:

- **Identity Information:** Name, title
 - **Contact Details:** Address, email address, telephone number
 - **Booking Details:** Service requests, preferences, and notes
 - **Payment Information:** Invoice details, transaction history (note: we do not store card details)
 - **Communications:** Emails, phone call logs, and other correspondence
 - **Website Usage:** IP address, browser type, access times (if applicable)
-

3. How We Use Your Data

We use your data to:

- Provide and manage cleaning services
 - Respond to enquiries and communicate with you
 - Send invoices and process payments
 - Improve our services
 - Send updates or marketing communications (only with your consent)
-

4. Lawful Basis for Processing

We process your data under the following lawful bases:

- **Contractual Obligation:** To deliver our services as requested
 - **Legitimate Interests:** To manage and improve our business operations
 - **Legal Obligation:** To comply with tax, accounting, or legal duties
 - **Consent:** For marketing or optional communications
-

5. Sharing Your Data

We do not sell or share your personal data with third parties, except:

- When required by law or regulatory authorities
 - With service providers such as accounting or IT support firms who are bound by confidentiality agreements
 - With your permission, when referring you to other trusted services
-

6. Data Retention

We only keep your personal data for as long as necessary:

- Client and service records: Retained for up to 7 years for legal and accounting purposes
 - Enquiries or unsubscribed contacts: Deleted after 12 months of inactivity
 - You may request deletion of your data earlier if no legal obligations apply
-

7. Your Rights

You have the right to:

- Access your personal data
- Request correction or deletion of your data
- Object to or restrict processing
- Withdraw consent at any time (where applicable)
- Lodge a complaint with the Information Commissioner's Office (ICO)

ICO Contact: www.ico.org.uk | Tel: 0303 123 1113

8. How We Protect Your Data

We take appropriate technical and organisational measures to safeguard your information, including:

- Secure storage of digital records
 - Limited access to authorised staff only
 - Regular data backups and password-protected systems
-

9. Cookies and Website *(if applicable)*

If you use our website, we may collect anonymised usage data through cookies to improve site performance. You can adjust your browser settings to refuse cookies.

10. Changes to This Policy

We may update this privacy policy from time to time. The latest version will always be available on our website or upon request.

Contact Us

If you have any questions about this policy or your data, please contact:

✉ hello@mothernaturecleans.co.uk