



The Callver Group Ltd

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www.callver.com



Privacy & Data Protection: The Callver Group Ltd T/A The Callver Cleaning Co 2025- 2026

Our Commitment to Your Privacy

At **The Callver Group Ltd**, we're not just committed to spotless cleaning – we're committed to protecting your personal data too. Whether you're a customer, an employee, or simply visiting our website, your data privacy matters to us.

This policy explains how and why we collect, store, use, and share personal data – and the rights you have over it. We follow UK GDPR and the Data Protection Act 2018 to the letter, but we also aim to keep things human, honest, and transparent.

When We Collect Personal Data

We may collect personal data when:

- You contact us through our website, email, or phone
- You use our cleaning or washroom services
- You request a quote, sign a contract, or pay an invoice
- You work with us as a supplier or subcontractor
- You engage with us on social media or marketing platforms

What Personal Data We Collect

Depending on the context, we may collect:

- Name, address, phone number, email
- Business contact details
- Payment details (for invoicing)
- Property access details (where relevant for cleaning)
- Records of communication with you

Why We Collect It

We collect and use personal data based on **legitimate interests**. For example:

- To provide and manage our cleaning and washroom services
- To fulfil our contract with you or your business
- To respond to your enquiries
- To send service updates, safety notices, or feedback requests
- To maintain internal records for invoicing, scheduling and quality control

We may also process data to **promote our services** to existing customers. You can opt out at any time.



Who We Share It With

We only share personal data:

- With members of our cleaning team, where required to perform the service
- With our trusted service providers (e.g. payroll, cloud storage) under strict data agreements
- When required by law or regulation

We **never sell or pass on your data for marketing** purposes without your explicit consent.

How Long We Keep Your Data

- Customer data: Up to 3 years after the end of our working relationship
- Contact enquiries: Until resolved or requested to be deleted
- Marketing contacts: Until you unsubscribe

Your Rights

As a data subject, you have rights including:

- Access to your data
- Correction of inaccurate data
- Deletion (the right to be forgotten)
- Restriction or objection to processing
- Data portability

To make a request, contact **team@callver.com**. We aim to respond within 30 days.

Website Privacy

If you contact us via our website form, the details are securely sent to our team and not stored online. We also use Google Analytics (anonymised) to understand general visitor behaviour.

We don't store cookies unnecessarily, and we don't track you across the web.

Keeping Your Data Secure

We use reputable cloud-based platforms with UK/EU-based servers and strong security protocols. Only authorised staff access personal data, and we train our team on confidentiality and data safety.

In Case of a Breach

Any suspected data breach is reported to our Data Controller immediately. We investigate and notify the ICO and affected individuals where required.

Final Word

We'll update this policy as needed to reflect changes in the law or our operations. Your continued use of our services confirms your agreement with our approach.

Want to know more? Have a question?

Email **team@callver.com** and we'll be happy to help.

The Callver Group Ltd

Registered in England and Wales

Trading as *The Callver Cleaning Co* and *The Callver Washroom Co*