

EASY WASH LAUNDERETTE

Privacy Policy

We take your privacy seriously and only use the personal information you give to us to provide you with a service as and when you request it.

We are the data controller in respect of any personal data we collect about you.

You do not need to provide us with personal information to browse our website.

We may collect the following information

- Name and address
- Contact information including email address

Why we collect your personal data and what we do with it

If you contact us by phone, email, text or otherwise, we may keep a record of our correspondence with you for record purposes to improve the quality of our services

When you visit our website and use our contact forms to make an enquiry

When you request a collection/delivery service

In order to make contact with you following an enquiry

When you sign up as a customer or express an interest in our services your details are stored and processed for following reasons:

We need to collect your personal information in order to provide you with a laundry service you have requested us to undertake for you. This request and our agreement to provide a laundry service constitutes a contract and we will therefore require the ability to process your data in order to fulfil this contract and provide you with a service to a high quality standard.

Personal data may be provided to Easy Wash Launderette in a number of ways, ie, directly from you either in person, email, post or through the website.

Storage of data

Records are stored on a card filing system that is securely held away from the public and on a mobile phone facility that is used by the staff of the launderette to make contact with you as and when necessary.

Retention Period

Where we are given customer information, we will retain your records for as long as you are a customer of the launderette or as and when you request us to delete/destroy them.

Sensitive personal data

We do not collect sensitive personal data (such as racial or ethnic origin, nationality, political opinions, religious beliefs etc.)

Credit/Debit Cards

We do not collect Credit/Debit card information..

Security

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure we have put in place suitable manual, electronic and managerial procedures to safeguard and secure the information we collect.

Data Access Requests

You have the right to see what personal data we hold at any time and you can do this by contacting a member of the team or emailing easywashlaunderette@gmail.com at any time.

Data Rectification

In addition to the above you also have the right to request that we update any information that we may hold that you believe to be incorrect. It is likely that this will be acted upon immediately but in any event any such request will be dealt with within 14 days of the request being made. This can be done by contacting any member of the launderette team by telephone, text, email or by calling into the launderette in person.

Non-disclosure to third parties

We will never share your data with any third party without your express written or verbal consent. Only the following people will have access to your data:

- Members of Easy Wash Launderette team in order to provide you with services

We will not share your data with any other company for marketing purposes.

We may share your data with agencies such as law enforcement or government organisations where we are required to make such disclosures by any applicable law.

Children

Please note that we do not collect any personal information for children under 16 years of age and that no child under 16 should submit any personal information to us. Should we discover that any such personal information has been delivered to us we will remove that information as soon as possible.

Retaining personal information

We retain personal information about you for the period necessary to fulfil the purposes outlined in this Policy, unless a longer retention period is required or permitted by applicable law. Where your information is no longer required, we will ensure it is disposed of in a secure manner.

We review our retention periods for personal information on a regular basis. We will hold your personal information on our systems for as long as is necessary for the relevant activity.

Recruitment

If you apply for a position with this company your details will be held on file until the position is filled. If you are unsuccessful in your application your details will be disposed of in a secure and timely manner unless you request otherwise.

Contacting us

If you wish to review, access, amend or update your information please contact

The Manager
Easy Wash Launderette
109 Wharf Road
Pinxton
Notts NG16 6LH
Email: easywashlaunderette@gmail.com

Complaints Procedure

If you feel that we have mishandled or breached our responsibilities in handling your personal data please contact us directly. We are strongly committed to protecting your personal data.

Should you not be satisfied with our response you have the right to raise your concern directly with the Information Commissioner's Office, the UK Protection Supervisory Authority.

This policy was updated on 3 July 2018