

Privacy Policy and GDPR compliance

ATEX PREMIER CLEANING LTD (“We”; “Us”) is committed to protecting and respecting your privacy. This Privacy Policy (together with our Terms and Conditions and any other documents referred to therein), sets out the basis on which any personal data We collect from you, or that you provide to Us, will be processed by Us. Please read this Privacy Policy carefully to understand our views and practices regarding your personal data and how We will treat it. By visiting www.atexpremiercleaning.co.uk you are accepting and consenting to the practices described in this policy.

1. This privacy policy applies to ATEX PREMIER CLEANING LTD website at www.atexpremiercleaning.co.uk (the “Website”). We at ATEX PREMIER CLEANING LTD take your privacy seriously. This policy covers the collection, processing and other use of personal data under the Data Protection Act 1998 (“DPA”) and the General Data Protection Regulations (“GDPR”).
2. For the purpose of the Data Protection Act 1998 (the “Act”), the Data Controller is ATEX PREMIER CLEANING LTD (Company registration 12564047) having its registered office at 32, Streatfeild Road, Northampton, NN5 7DE.
3. By using the Website, you consent to this policy. We are registered with the Information Commissioner’s Office for this purpose.

Received a marketing mailing from us?

Occasionally we send information on our services to businesses by post. The addressee information is from Companies House records and is not held thereafter by ATEX PREMIER CLEANING LTD. If you have received a mailing and would like to unsubscribe from future mailings you can email the reference number and company name that appears on your mailing to sales@atexpremiercleaning.co.uk. The following client data terms and terms of business do not apply (unless you subsequently enquire about our services and/or become a client) as this data is not retained by us, except the company name to ensure that we do not send those who unsubscribe to any future communications.

Legitimate Interest

We process your data when it is in our legitimate interests to do this and when these interests are not overridden by your data protection rights.

Our legitimate interests include:

- Ensuring the security and integrity of our services and in ensuring that our Website and Database operate effectively.
- Supplying services to our clients.
- Promoting, marketing and advertising our services.
- Sending promotional communications which are relevant and tailored to individual clients.
- Handling contact queries, complaints or disputes.
- Fulfilling our duties to our clients.

If you have received an email from us and would like to unsubscribe from future mailings, then please select the unsubscribe link that appears at the bottom of our emails.

Information we may collect from you

When you access our website www.atexpremiercleaning.co.uk (the “Website”), We may collect and process the following data about you:

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- Information that you provide when you use our Website, including any information you enter whilst using the services provided on our Website. We may also ask you for information when you report a problem with our Website;
- Information that you provide if you contact Us by telephone or in writing. This includes any personal information provided by you that enables Us to keep in touch with you. If you contact us in writing (including email), We may keep a copy of that correspondence or communication;
- Details of any third-party sites accessed via the Website; and
- Details of your visits to the Website and the pages that you access.

Use of your information

- We may hold and process personal data that you provide to us in accordance with the DPA and GDPR.
- The information that we collect and store relating to you is primarily used to enable us to provide our services to you, and to meet our contractual commitments to you. In addition, we may use the information for the following purposes:
 - a) To notify you about any changes to our website, such as improvements or service/product changes, that may affect our service;
 - b) If you are an existing customer, we may contact you with information about goods and services similar to those that were the subject of a previous sale to you;
 - c) Where you have consented to receive such information, to provide information on other parties' products or services that we feel may be of interest to you;
 - d) Where you have consented to receive our e-newsletters, from time to time to provide that to you.

Disclosure of your information

- We may disclose your information to regulatory bodies to enable us to comply with the law and to assist fraud protection and minimise credit risk.
- Where you have consented for us to do so, we may provide your data to selected third parties who may contact you about their goods or services that you may be interested in.
- If you do not want us to use your data for our [or third parties'] use, you will have the opportunity to withhold your consent to this when you provide your details to us on the form on which we collect your data, or you can do so by writing to us at the address detailed in clause 2, or sending us an email to sales@atexpremiercleaning.co.uk at any time.

Controlling the use of your data

- If you have given us consent to use your data for a particular purpose you can revoke or vary that consent at any time. If you do not want us to use your data or want to vary the consent that you have provided you can write to us at the address detailed above or email us at sales@atexpremiercleaning.co.uk at any time.

Information we collect about you

With regard to each of your visits to our site we may automatically collect the following information:

- Technical information, including the Internet protocol (IP) address used to connect your computer to the internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
- Information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction

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information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number; and

- Information we receive from other sources. We may receive information about you if you use any of the other services we provide. In this case we will have informed you when we collected that data that it may be shared internally and combined with data collected on this site.

We are also working closely with third parties (including, for example, business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers, credit reference agencies) and may receive information about you from them.

If you have provided Us with the personal data of another person, including providing us with their email address, you confirm that he/she consents to the processing of his/her personal data and that you have informed him/her of our identity as a Data Controller and provided him/her with a copy of this Privacy Policy and our Terms and Conditions.

Information about our use of cookies

Our Website may use cookies to distinguish you from other users of our Website. A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

If the Website uses cookies, this will help us to provide you with a good experience when you browse our Website and will also allow us to improve the Website. By using our Website, you agree to our use of cookies.

We may collect information about your mobile phone, computer or other device from which you access the Website including where available your IP address, operating system and browser type.

This is statistical data about our users' browsing actions and patterns and does not identify any individual. We use this data in aggregated form to compile reports and to help us improve the site, such as number of visitors to the site, where visitors have come to the site from and the pages they visited.

You may block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our Website. Unless you have adjusted your browser setting so that it will refuse cookies, if the Website uses cookies, our system will issue cookies as soon you visit it.

- We may hold and process personal data that you provide to us in accordance with the DPA and GDPR.
- The information that we collect and store relating to you is primarily used to enable us to provide our services to you, and to meet our contractual commitments to you. In addition, we may use the information for the following purposes:
- To notify you about any changes to our website, such as improvements or service/product changes, that may affect our service;
- If you are an existing customer, we may contact you with information about goods and services similar to those that were the subject of a previous sale to you;
- Where you have consented to receive such information, to provide information on other parties' products or services that we feel may be of interest to you;

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- Where you have consented to receive our e-newsletters, from time to time to provide that to you.

Location and retention of your information

We take appropriate measures to ensure that any information collected from you is kept secure and kept only for so long as is necessary for the purpose for which such information is used.

If any of your personal data changes, or if you have any questions about how We use data collected which relates to you, please contact Us using the details below.

We will endeavour to update your personal data within seven (7) working days of any new or updated personal data being provided to Us, in order to ensure that the personal data We hold about you is as accurate and up to date as possible.

Where we have given you (or where you have chosen) a password, which enables you to access certain parts of our Website, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our Website; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

By submitting your personal data, you agree to transfer, storing or processing of your information. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Uses made of your information

We use information held about you in the following ways:

- To ensure that content from our Website is presented in the most effective manner for you and your device;
- To provide you with information, products and/or services that you request from Us or which We feel may interest you. Where we do so, we will only contact you by email or post;
- To carry out our obligations arising from any contracts entered into between you and Us;
- To allow you to participate in any interactive features of our Website, when you choose to do so;
- To provide you, or permit selected third parties to provide you, with information about goods or services we feel may interest you. If you are an existing customer, we will only contact you by electronic means (e-mail or SMS) with information about goods and services similar to those which were the subject of a previous sale or negotiations of a sale to you. If you are a new customer, and where we permit selected third parties to use your data, we (or they) will contact you by electronic means only if you have consented to this. If you do not want us to use your data in this way, or to pass your details on to third parties for marketing purposes, please tick the relevant box situated on the form on which we collect your data;

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- Information we receive from other sources. We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive); and
- To notify you about changes to our services.

If you do not wish to receive communications from Us, please contact us at sales@atexpremiercleaning.co.uk or select the opt-out option in our emails.

Disclosure of your information

We may disclose your personal information to any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries as defined in section 1159 of the UK Companies Act 2006.

We may disclose your personal information to third parties:

- Business partners, suppliers and sub-contractors for the performance of any contract we enter into with you;
- Analytics and search engine providers that assist us in the improvement and optimisation of our site;
- Credit reference agencies for the purpose of assessing your credit score where this is a condition of us entering into a contract with you;
- In the event that We sell or buy any business or assets, in which case We may disclose your personal data to the prospective seller or buyer of such business or assets;
- If We or substantially all of our assets are acquired by a third party, in which case personal data held by it about our customers will be one of the transferred assets;
- If We are under a duty to disclose or share your personal data in order to comply with any legal obligation or in order to enforce or apply our Terms and Conditions and other agreements; or
- To protect the rights, property or safety of ATEX PREMIER CLEANING LTD, our customers or others.

Access to your information, correction and removal

You have the right to ask Us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if We intend to use your data for such purposes. You can exercise your right to prevent such processing at any time by contacting Us using the contact details below.

The Act gives you the right to access, correct or request the removal of information held about you. For access requests your information will be provided within 30 days of your initial request. If your request is deemed unfounded or excessive we may notify you that there will be an administrative cost for providing this access request.

If you would like a copy of some or all of your personal information held, to correct information or to request the data removal, please contact Us on the contact details in the footer of this policy.

Please note that, we are required by our professional indemnity insurers to retain certain client data for a period of time following and during our client engagement. If your request for data removal is within this timeframe we will notify you, and we will remove all data which does not conflict with this obligation.

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Advice

It is the responsibility of all of our clients / customers to seek professional advice, where this is appropriate, for the needs of your business and the type of product that you are interested in.

Before signing any agreement, you should read all the pre-contractual information carefully to ensure that it is the best product for you and your business and that you understand the features of the selected product.

ATEX PREMIER CLEANING LTD only provide non-advised sales. We will leave our clients / customers to make the choice on how they wish to proceed, however, the client / customer will receive sufficient information on the product to enable them to make an informed decision as to whether it meets their businesses demands and needs.

Our Website may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that We do not accept any responsibility or liability for these policies.

Changes to Terms of Business & Privacy Policy

We may update these Terms of Business from time to time and any changes will be notified to you via the e-mail address provided by you (if so authorised). The changes will apply immediately upon providing you with notice. If you do not wish to accept the new Terms and Conditions you should contact us immediately. Otherwise your continued instruction to ATEX PREMIER CLEANING LTD to source finance shall indicate your acceptance of the updated Terms of Business.

Contact

Questions, comments and requests regarding this Privacy Policy are welcomed and should be addressed to The Managing Director, ATEX PREMIER CLEANING LTD, 32, Streatfeild Road, Northampton, NN4 8GL, sales@atexpremiercleaning.co.uk

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