



## **PRIVACY POLICY FOR OUR CUSTOMERS**

### **CHANGES TO OUR PRIVACY POLICY**

Ahead of new UK data protection laws coming into force on 25<sup>th</sup> May 2018, we have made important changes to our Privacy Policy. These will not only ensure our policy is compliant but that everything we do with information is as clear and transparent as possible. For reassurance, these changes do not imply that your data has ever been at risk or misused. To the contrary, we have always kept data secure and in line with all relevant legislation. All the details are available below and if you have any further questions, please don't hesitate to contact us.

Lisa Cooper  
Data Controller  
[hello@domestic-angels.com](mailto:hello@domestic-angels.com)  
01202 267350/07922576985

#### What data do we hold?

- Personal details such as any disabilities, pets.
- Contact details – address, phone number(s), email address at home and/or work
- Your preferences - to help us engage with you in the ways most relevant to you e.g. communication preferences

We use a wide variety of sources either directly or via internet search engines, some on a subscription basis, to augment update and validate the data we hold. These include social media.

We will retain your data indefinitely unless you request otherwise.

#### How do we use your data?

We primarily use your data for communication and accounting purposes e.g. invoicing, company e-newsletters, promotions, competitions. These may be sent to you by post, telephone, email, text or other electronic means such as social media and depending on other communication preferences you have shared with us.

#### Do we share your data?

We will NOT sell your data to third parties.

#### How do we protect your data?

Your data is held securely on our secure database. The database is only accessible by staff who have completed the company's data protection training.

### Your rights and preferences.

We may contact you by post, telephone, text, email or other electronic means depending on your previous consent.

If you ask us to delete your data if closing your contract/account, then we will maintain a skeleton record comprising your name and contact details to ensure that we do not inadvertently contact you in future.

### Other Information.

The legal basis for processing your personal data for the purposes as described above is that it is necessary for the pursuit of our legitimate interests to support our vision to provide you with the best possible customer service.

This Privacy Notice will be kept under review. Any changes will be updated and communicated to you as appropriate. This Privacy Notice was updated in 25<sup>th</sup> May 2018.

You have the right to:

- Ask us to see, correct or delete the data we hold about you
- Object to specific data uses, as described above
- Object to receiving communications

The company's Data Protection Officer (DPO) is responsible for monitoring compliance with relevant legislation in relation to personal data and can be contacted at [hello@domestic-angels.com](mailto:hello@domestic-angels.com)

You can also contact the DPO if you have any queries or concerns about the company's processing of your personal data.

You have the right to lodge a complaint with the Information Commissioner's Office at [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns)