



Privacy Policy

Effective Date: 20 January 2024

Quality First Cleaning (“we,” “our,” or “us”) is committed to protecting the privacy and security of our Clients’ (“Client” or “you”) personal information. This Privacy Policy outlines how we collect, use, store, and disclose your information in compliance with applicable laws.

1. Information We Collect

1.1 Personal Information

We may collect personal information that you voluntarily provide, including but not limited to:

- Name
- Address
- Email address
- Phone number
- Payment details
- Any other information provided via forms or direct communication

1.2 Non-Personal Information

We may also collect non-personal information, such as:

- Browser type and operating system
- IP address
- Website usage data (e.g., pages visited, time spent on site)

2. How We Use Your Information

We use your information to:

- Provide and deliver our services
- Process payments and manage accounts
- Respond to inquiries and requests
- Send updates, invoices, and promotional offers (with your consent)

- Improve our services and website functionality
 - Ensure compliance with legal and regulatory requirements
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3. How We Share Your Information

3.1 Service Providers

We may share your information with third-party service providers that assist us in delivering our services, including payment processors, IT support, and marketing platforms. These third parties are contractually obligated to safeguard your information.

3.2 Legal Compliance

We may disclose your information to comply with legal obligations, respond to lawful requests from public authorities, or protect our rights and the safety of others.

3.3 Business Transfers

In the event of a merger, sale, or transfer of assets, your information may be transferred to the successor entity.

4. Data Security

We implement reasonable administrative, technical, and physical measures to safeguard your information from unauthorized access, disclosure, alteration, and destruction. However, no method of transmission over the internet or electronic storage is entirely secure. While we Strive to protect your information, we cannot guarantee its absolute security.

5. Data Retention

We retain your information for as long as necessary to:

- Fulfil the purposes outlined in this Privacy Policy
- Comply with legal obligations
- Resolve disputes
- Enforce our agreements

Once the retention period expires, we securely delete or anonymize your data.

6. Your Rights

You have the right to:

- Access the personal information we hold about you
- Request corrections to inaccurate or incomplete information
- Request the deletion of your information, subject to legal obligations
- Opt-out of receiving marketing communications
- Lodge a complaint with a relevant supervisory authority

To exercise these rights, please contact us at **qualityfirstcleaning@outlook.com**

7. Cookies and Tracking Technologies

Our website uses cookies and similar technologies to:

- Enhance user experience
- Analyze website traffic and usage
- Remember preferences

By using our website, you consent to the use of cookies. You may adjust your browser settings to disable cookies; however, this may affect your experience on our site.

8. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of these external sites. We encourage you to review their privacy policies.

9. Updates to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or applicable laws. Updates will be posted on our website with the effective date clearly indicated. We encourage you to review this policy periodically.

10. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy, please contact us at:

- Email: **qualityfirstcleaning@outlook.com**
 - Phone: **027 845 6925**
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Thank you for choosing Quality First Cleaning. We value your trust and are committed to protecting your