

Privacy Policy & Cookies Policy:

At N. Gervais Cleaning Service, we are committed to maintaining the trust and confidence of our website visitors. This page lets you know how we treat data that we collect from our visitors.

Privacy Policy

Visitors to our website

We do not currently obtain or collect any personal or contact information about this website's visitors for marketing purposes.

If we do want to collect personally identifiable information through our website, we will make it clear we are doing that, and we will explain what we intend to do with the information.

When someone visits ngervais7cleaningservice.co.uk we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to various parts of the site. This information is processed in a way which does not identify individual visitors. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

Contact form

If you send us a message using our contact form, we collect the data you enter in the form. This includes your name, email address and the message you wish to send us.

This information is not stored on the website. It is emailed to us and is only used to respond to your request/comment or enquiry.

We do not use this information for marketing purposes in the future unless you explicitly agree that we can do so.

Links to other websites

This Privacy Policy does not cover other web sites which you may be directed to by clicking on a link on this site. If you have questions about how these site uses your information, you will need to check that site's privacy statement.

Access to your personal information

Under GDPR and other data protection legislation, you are entitled to access and amend the personal information that we hold about you. Please send your request to us using our contact form.

Changes to this Privacy Policy

We keep this Privacy Policy under regular review. This policy was last updated on 07/07/2020.

Cookies Policy

What is a cookie?

Like most websites, this site uses cookies to collect information.

Cookies are text files containing small amounts of information which are downloaded to your personal computer, smart phone or other device when you visit a website. They are used to remember when your computer or device accesses the website, and they are essential for the effective operation of the site.

What are cookies used for?

Different cookies do different jobs.

Some cookies collect information about your browsing behaviour when you access the website. This includes information about pages viewed and your journey around the website. On this website, these cookies are managed by Google Analytics, as discussed in our Privacy Policy.

Other cookies might remember your preference settings, or generally improve the user experience.

On this website, the information in cookies is processed in a way which does not identify individual visitors.

We do not use cookies to collect or record information on your name, address or other contact details.

In addition to the above, if you choose to share content from our site through Facebook, Twitter or some other social network, you might be sent third-party cookies from these websites. We do not control the setting of these cookies, so please check those websites for more information about their cookies and how to manage them.

Can I disable cookies?

If you want to disable cookies you need to change your website browser settings to reject cookies. How you can do this will depend on the browser you use, but you normally change this setting using the Tool, Settings or Preferences menu.

What happens if I disable cookies?

This depends on which cookies you disable, but in general the website may not operate properly if cookies are switched off. If you only disable third party cookies, you will not be prevented from using the features of our site. If you disable all cookies, some features of our site may not be available.

Further information

You can find more information about cookies at www.allaboutcookies.org and www.youronlinechoices.eu.

PRIVACY POLICY

Izettle: N. Gervais cleaning service.

This Privacy Policy describes the processing of your personal data by N. Gervais Cleaning Services, Online services, (N. Gervais Cleaning Services, "we", "our" or "us"). We are the data controller and this Privacy Policy applies to the processing of your personal data in connection with your choice to pay for the products and/or services that you purchase from us by invoice.

The below describes **what** personal data we process and for **what** purposes, and also the **choices** you have in connection with such processing.

Personal data processed by us

We only process personal data that we obtain in connection with your choice to pay for services against the invoices issued to you during your ongoing contacts with us.

This will include categories of personal data such as your name, e-mail address and information about your purchases from us, postal address, telephone number, personal identification number (or equivalent) and any other information we (or our service providers) may request in order to process your payment.

How we use personal data (purpose of processing) and legal basis for the processing (why the processing is necessary)

We always process personal data in accordance with applicable law, and we have implemented appropriate security measures compliant with local information security requirements to protect your personal data from misuse, unauthorized access or disclosure, loss, alteration or destruction.

We process personal data in order to issue, administer, handle and process invoices regarding the purchase that you have made with us. In addition, we process personal data to fulfil our legal or regulatory obligations.

The legal basis we rely on is to fulfil our contractual obligations towards you, to comply with applicable laws and to pursue our legitimate interests.

We will not use your personal data for any other purposes than those set out in this Privacy Policy unless we collect your prior written consent or inform you prior to initiating any processing for new purposes or a purpose that is compatible with the purpose for which we collected the personal data, all in accordance with applicable laws and regulations.

We will retain your personal data for no longer than permitted under applicable law after which time your personal data will be destroyed or deleted. We only retain your personal data to allow us to process the invoices and ensure compliance with our legal or regulatory requirements.

We do not carry out any such processing that is defined as solely automated decision making, including profiling, under the General Data Protection Regulation (“**GDPR**”) that has legal effects or otherwise similarly significantly affects you.

Third parties

We may share your personal data with our service providers (e.g. those storing your personal data or sending out emails on our behalf, or processing the payment of your invoice) in connection with the above purposes. This will be done confidentially and only to the extent permitted by applicable laws.

We do not process personal data obtained from third parties.

We share personal data with iZettle AB (publ), Regeringsgatan 59, 111 56, Stockholm, Sweden in its capacity of personal data controller. If we share your personal data with data processors we only share them for purposes compatible with the purposes for which we have collected the data. If we sell all or part of our business, or make a sale or transfer of assets, including a sale in bankruptcy or are otherwise involved in a merger or business transfer, we may transfer your personal data to a third party as part of that transaction.

Third country transfer

Some of these providers may be located outside of the EEA, including the US. Some of these countries may not have equivalent data protection laws to those which apply in your country.

However, when we transfer your data, we will take reasonable steps to keep it secure and ensure that appropriate safeguards are in place to ensure there is adequate protection. Where the recipient of your personal data is located outside of the EEA, in a country that the European Commission has not found to offer adequate protection of your data protection rights, we will enter into a contract with the recipient, in the form approved by the European Commission or ensure there are adequate safeguards in place.

Your choices

Below you can read more about your **rights**.

We will use the information that you provide in connection with your choice to pay by invoice to issue, handle, administer and process invoices regarding the purchases that you have made with us. This also means that we may send invoices to you via e-mail.

There are exceptions to the rights below, so access may be denied, for example where we are legally prohibited from making a disclosure.

Please note that if you request for us to erase, block, restrict, or transfer our data, or if you object to the processing, and we agree to comply with your request, we may be unable to continue to provide our products and services to you. You will remain liable for any unpaid invoices that remain due on the date that the processing ceases.

In all cases, the provision of personal data in connection with your choice to pay by invoice is voluntary. If you have any other questions regarding this Privacy Policy, you are welcome to contact us at N. Gervais Cleaning Services, info@ngxtremecleaningservices.co.uk. We may continue to process your personal data as required for us to fulfil our legal obligations.

Right to be informed

You have the right to be informed about how we process personal data about you. We do this in this Privacy Policy.

Right of access

You have the right to make a subject access request about the personal data that we process about you. This can include a query as to whether or not we process any of your personal data.

If you wish to access your personal data you can either send us a written request signed by you. Contact us at info@ngxtremecleaningservices.co.uk, providing sufficient information to enable you and your data to be identified.

Right of rectification

You have the right to ask us to rectify inaccurate or incomplete personal data that we hold about you.

Right of erasure of personal data

You have the right to erasure if:

- the personal data is no longer necessary for the purposes it was collected or processed for (and no new lawful purpose exists),
- your particular situation gives you the right to object to processing on grounds of legitimate interest (see more below) and there is no justified reason for continuing the processing,
- the lawful basis for the processing is your consent, and you withdraw your consent, and no other lawful grounds exist,

- processing the personal data has been unlawful, or
- there is a legal obligation for us to erase the data.

If you want to ask us to erase the personal data that we hold about you please contact us using the following contact details info@ngxtremecleaningservices.co.uk

Right to restrict the processing of personal data

You have the right to ask us to restrict the processing of your personal data. You have this right if

- the personal data we hold about you is inaccurate,
- the processing is unlawful and you ask us to restrict the use of personal data instead of erasing it,
- we no longer need the personal data for the purposes of the processing, but it is still needed for the establishment, exercise or defence of legal claims, or
- you have objected to the processing claiming that the legal basis of legitimate interest is invalid and are waiting for the verification of this claim.

Right to object to the processing of your personal data

Where our lawful basis for processing your data is our legitimate interests, you have the right to object to the processing of your personal data if:

- you can show that your interests, rights and freedoms regarding the personal data outweigh our interest to process your personal data, or
- we process your personal data for direct marketing purposes, including but not limited to profiling.

This means that we will cease such processing unless we

- demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms, or
- require the personal data in order to establish, exercise or defend legal rights.

Right to data portability

You have the right to data portability:

- for personal data that you provided to us, and
- if the legal basis for the processing of the personal data is the fulfilment of contract or consent.

We will send a copy of your data in a commonly used and machine-readable format to you or a person/organization appointed by you, where technically feasible and where the exercise by you of this right does not adversely affect the rights and freedoms of others.

Contact us or the data protection authority

Please contact us at N. Gervais Cleaning Services, online services:
info@ngxtremecleaningservices.co.uk. if you have any questions about our processing of
personal data as described in this Privacy Policy.

Data we hold to be able to offer a productive service:

Name address & postcode. Contact number. Email address. Receipt of payment and services
provided.

In the EEA, you may also make a complaint to our supervisory body for data protection
matters, namely ICO, the Information Commissioner's Office by contacting them at 0303
123 1113 (local rate) or 01625 545 745 (if you prefer to use a national rate number) or send
a letter to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow,
Cheshire, SK9 5AF, United Kingdom or send an e-mail to ICO by following this
link: <https://ico.org.uk/global/contact-us/email/>.

You also have the right to seek a remedy through local courts if you believe your rights have
been breached.

