KB Gutter Cleaning Privacy Policy

**Our contact details**

Name: KB Gutter Cleaning

Address: Howard Street, Radcliffe, M26 2GU

Phone Number: 07815964120

E-mail: kbguttercleaning@outlook.com

**The type of personal information we collect**

We currently collect and process the following information:

* Name, address, telephone number and/or e-mail address

**How we get the personal information and why we have it**

The personal information we process is provided to us directly by you for one of the following reasons:

* You have made an enquiry with us
* You have made a booking for one of our services

We use the information that you have given us in order to:

* Provide accurate quotations for enquiries
* Keep in contact with you regarding enquiries and/or bookings with our company

We do not, under any circumstance, share your personal information with anybody outside of KB Gutter Cleaning.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting us at kbguttercleaning@outlook.com**

**How we store your personal information**

Your information is securely stored on an electronic customer database, accessible only be staff at KB Gutter Cleaning.

We keep your personal data for 1 year, after which we securely dispose of the data. If we have discussed ongoing contact from ourselves as part of our service/marketing efforts, this will not apply.

**Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at kbguttercleaning@outlook.com if you wish to make a request.

**How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at kbguttercleaning@outlook.com.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>