

Privacy Policy

Premier Clean are committed to protecting and respecting your privacy.

This policy 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 the following carefully to understand our views and practices regarding your personal data and how we will treat it.

For the purpose of the Data Protection Act 1998 (the Act), we are the data controller.

Who will hold your information?

www.premierhomeclean.co.uk is a site operated by Premier Home Clean (we). Premier Home Clean operate from 34 Thealby Lane Thealby Scunthorpe North Lincolnshire DN15 9AG. Our VAT number is 893 1005 34.

Information we may collect from you

We may collect and process the following data about you:

Personal contact details when you register on our website or place an order for products or services.

We also collect information when you voluntarily fill in forms on our site www.premierhomeclean.co.uk (our site). This includes information provided at the time of registering to use our site, subscribing to our service, posting material or requesting further services.

We may ask you for information when you may enter a competition or promotion sponsored by us, and when you report a problem with our site.

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our partners. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them.

Any credit card or debit card information that you submit either through the website or via telephone is submitted directly to a payment server of a credit card processing company. We do not maintain electronic or physical copies of your credit card information.

If you communicate with us via social media, Live Chat or our feedback partner, Feefo, we may keep a record of that correspondence.

Information from other sources such as our retail partners, specialist companies that provide customer information (like credit reference agencies, fraud prevention agencies, claims databases, marketing and research companies) and social media providers as well as information that is publicly available.

Where we store your personal data

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our partners. Such staff may be engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Once we have received your information, we will use strict procedures and security features appropriate to the nature of the data to try to prevent unauthorised access. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk, and we accept no liability if security is breached.

Uses made of the information

We use information held about you in the following ways:

To ensure that content from our site is presented in the most effective manner for you and for your computer.

To carry out our obligations arising from any contracts entered into between you and us.

To allow you to participate in interactive features of our service, when you choose to do so.

To notify you about updates and changes to our service.

We may use your data to contact you about products or services that may be of interest to you. You have the right at any time to stop us contacting you for marketing purposes. We won't send you marketing messages if you tell us not to, but we will still need to send you occasional service-related messages. If you no longer wish to be contact for marketing purposes, please email enquiries@premierhomeclean.co.uk

Our site 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. Please check these policies before you submit any personal data to these websites.

We do not disclose information about identifiable individuals to our partners, but we may provide them with aggregate information about our users (for example, we may inform them that 500 men aged under 30 have clicked on their advertisement on any given day). We may also use such aggregate information to help advertisers reach the kind of audience they want to target (for example, women in S11). We may make use of the personal data we have collected from you to enable us to comply with our advertisers' wishes by displaying their advertisement to that target audience.

Your credit account application information will be used to help us determine whether or not to grant you a credit facility with us and we will make searches with a credit reference agency in order to determine whether or not to grant you a credit facility. We will make searches both in respect of your Company and its directors.

Disclosure of your information

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 of Website Use or Terms and Conditions of supply and other agreements; or to protect the rights, property, or safety of us, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Access to information

You have the right to access the personal information that we hold about you. This is sometimes called a "Subject Access Request". If we agree that we are obliged to provide personal information to you (or someone else on your behalf) we will provide it, you or them free of charge.

Before providing personal information to you or another person on your behalf, we may ask for proof of identity and sufficient information about your interactions with us that we can locate your personal information.

If any personal information we hold is inaccurate or out of date, you may ask us to correct it.

Right to stop or limit processing of your data

You have the right to object to us processing your personal information if we are not entitled to use it any more, to have your information deleted if we are keeping it too long or have its processing restricted in certain circumstances.

If you would like to exercise these rights, please contact us via one of the mechanisms set out below.

How long do we keep your information for?

We will retain your personal information for the period necessary to fulfil the purposes outlined in this privacy policy unless a longer retention period is required or permitted by law.

Changes to our privacy policy

We keep our privacy policy under regular review. Any changes made will be posted on this page and, where appropriate, notified to you by e-mail. This privacy policy was most recently updated in May 2018.

Contact Details

If you would like to exercise one of your rights as set out above or you have a question or a concern about this policy or the way your personal information is processed, please contact us by the following means:

By Email – premierhomeclean@btconnect.com

By Post – Data Protection Officer, Premier Home Clean 34 Thealby Lane Thealby Scunthorpe North Lincolnshire DN15 9AG.