Privacy Notice – Maid2Clean Local Ltd & Maid2Clean (North Lincs) Ltd

Data Controllers:

- **Maid2Clean Local Ltd** (Company Number: 13412876) – covering Sheffield, Rotherham, and Doncaster
- **Maid2Clean (North Lincs) Ltd** (Company Number: 14844884) – covering North Lincolnshire

Registered Office Address: 27 Well Lane, Treeton, Rotherham, S60 5QA
Effective Date: 1 October 2026 (Version 3.0)
Data Protection Lead: Alex Dennett
Contact Email: info@maid2clean-local.co.uk
Telephone: 0800 644 6460 / 0333 311 9955

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1. About This Privacy Notice

This privacy notice describes how **Maid2Clean Local Ltd** and **Maid2Clean (North Lincs) Ltd** ("we", "our", "us") collect, store, and process personal data when an individual ("data subject") visits our website (www.maid2clean-local.co.uk, including our Sheffield, Rotherham, Doncaster, and North Lincolnshire pages), enquires about or uses our domestic cleaning services, or applies to register with us as a self-employed domestic cleaner.

Data processing is conducted in compliance with the **UK General Data Protection Regulation (UK GDPR)**, the **Data Protection Act 2018 (DPA 2018)**, and the **Privacy and Electronic Communications Regulations (PECR)**. Initial enquiries submitted via the national franchise site (www.maid2clean.co.uk) are processed by Maid2Clean (Franchise) Limited before transfer to the relevant local Data Controller.

Key Definitions

The notice outlines standard legal definitions for terms including **Personal data**, **Special category personal data** (covering health, criminal convictions, and DBS checks), **Processing**, **Pseudonymisation**, **Controller**, **Processor**, **Third party**, and **Consent**.

2. Who We Are and How You Can Contact Us

Maid2Clean Local Ltd and Maid2Clean (North Lincs) Ltd connect clients with self-employed cleaners across Sheffield, Rotherham, Doncaster, and North Lincolnshire. For all data protection queries, contact Data Protection Lead Alex Dennett via email (info@maid2clean-local.co.uk), telephone (0800 644 6460), or post at 27 Well Lane, Treeton, Rotherham, S60 5QA.

3. Personal Data We Collect From You and Our Lawful Bases

- **Prospective Customers:** Contact details and cleaning preferences collected under **legitimate interests** (Article 6(1)(f) UK GDPR).
- **Active Customers:** Banking/Direct Debit information via Bottomline, BACS details, and card payments processed securely through PCI-DSS-compliant **Paya Card Services**, alongside service schedules under **contractual performance** (Article 6(1)(b)) and legal obligations.
- **Cleaner Applicants:** Personal details, referee info, and recruitment site data handled under **legitimate interests**.
- **Registered Cleaners:** Right to Work documentation, emergency contacts, DBS/criminal record disclosures, and health info processed under **legal obligations**, **vital interests**, and explicit consent / public interest conditions for special category data (Article 9 and 10 UK GDPR).

4. Consent

Where processing relies on consent, individuals may withdraw it at any time by contacting Alex Dennett without affecting prior lawful processing.

5. How We Use Your Personal Data for Direct Marketing

Electronic direct marketing (email/SMS) requires explicit consent or a valid "soft opt-in." Personal data is never sold to third parties. Unaddressed physical leaflets distributed locally do not fall under PECR marketing rules.

6. Who We Share Your Personal Data With

Data is shared strictly on a need-to-know basis between the two local companies, assigned cleaners and clients, designated referees, payment processors (**Bottomline** and **Paya Card Services**), website host **Wix.com**, Maid2Clean (Franchise) Limited, relevant regulatory/government authorities (HMRC, Home Office, DBS), and during lawful business transfers.

7. Cookies and Website Tracking (www.maid2clean-local.co.uk)

The website utilizes strictly necessary Wix security and session cookies (XSRF-TOKEN, hs, svSession, SSR-caching, bSession, consent-policy) alongside optional analytics and marketing trackers (Google Analytics, Meta Pixel, Microsoft Bing Ads). Users can manage preferences via the cookie banner or browser settings.

8. How We Keep Your Personal Data Safe

Measures include SSL/TLS website encryption, multi-factor authentication (MFA) for digital systems, locked physical filing cabinets at the Rotherham office, and cross-shredding of paper records.

9. How Long We Keep Your Personal Data (Retention Schedule)

- **Unsuccessful Applicants:** Retained for **1 year**.
- **Right to Work / ID Checks:** Retained for the **duration of registration plus 2 years**.
- **Registered Cleaner Files & Customer/Direct Debit Records:** Retained for **6 years** post-termination/tax year for HMRC and legal compliance.
- **Prospective Customer Enquiries:** Retained for **12 months**.
- **Credit/Debit Card Data: 0 days (never stored)**; phone payments enter Paya Card Services directly and paper notes are cross-shredded immediately.

10. Your Rights as a Data Subject

Data subjects hold rights to access (Subject Access Request), rectify, erase, restrict processing, data portability, object to legitimate interest/marketing processing, and withdraw consent. Requests are handled within one calendar month free of charge.

11. How You Can Make / Lodge a Complaint

Complaints can be directed first to Alex Dennett, or escalated to the supervisory authority: the **Information Commissioner's Office (ICO)** via www.ico.org.uk/concerns or 0303 123 1113.

12. How We Keep This Privacy Notice Up to Date

Reviewed at least annually; Version 3.0 becomes effective on **1 October 2026**.

13. Related Policies and Documents

Complemented by the internal Data Protection Policy, Client Handbook, Cleaner Handbook, and Equal Opportunities Policy.
