Website Privacy Policy



Classification – **OPEN**

Free to distribute.

ISO/IEC 27001 Information Security Management CERTIFIED

IS 688118

To Be Aware Is to Be secure

GREENZone Cleaning & Support Services Ltd

Why does your data and privacy matter to GreenZone?

- Your data and privacy matter to GreenZone because we understand the importance of ensuring your data we collect is safe and secure. We think carefully about how we use, protect, share and transfer your personal data.

What information do we collect from you and why?

- If you choose to contact us through our website, we will collect your name, email address, telephone number and any information you choose to give us in your message.
- We may use this information to deal with your request, to provide you with a quote for cleaning services, or to provide you with information about current vacancies if you are applying to work for GreenZone.

What are Cookies?

- Cookies are small text files that are placed on your device (PC, Phone or Tablet) to help our website in various ways enabling you to personalize your online experience. However, you may prefer to disable cookies on this site and on others. The most effective way to do this is to disable cookies in your browser. We suggest consulting the Help section of your browser or taking a look at All About Cookies or Cookiepedia websites which offer information and guidance.

Why do we use Cookies?

- We use cookies to monitor general levels of traffic to our website, but we do not use invasive cookies that allow us to collect any personal information about you.

What Site Cookies do you use?

Cookie	Purpose
_gat	Tracking cookie
_gid	Google Universal Analytics
_ga	Google Universal Analytics

How secure is my information?

- We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place the best available physical, electronic and managerial procedures to safeguard and secure the information we collect online.
- To increase your safety, we do not store your information on line.
- We will always handle and store your personal data in accordance with industry best practice aligned with ISO27001, the international standard for information security and Cyber Essentials. Cyber Essentials is a UK government scheme encouraging organisations to adopt good practice in information security.

Who might we share your information with?

- When you make initial contact with us through our website, we will not share your information with any third-party.
- We do not use third party data processing companies to manage or process the information you submit.

- If you enter into a contract with GreenZone for cleaning or related services, we may share your information with our sub-contractors and suppliers but only on a need-to-know basis so that we can provide you with an efficient service.
- If you become an employee of GreenZone, we will share your personal information with our external payroll bureau, our pension provider and the HMRC. We may also share the information with the Disclosure and Barring Service, as some of our clients require staff to hold a current DBS certificate.

How long do we keep the information?

- If you enter into a contract with GreenZone for daily office cleaning or related services, we will store your information for a period of 6 years after the termination of the contract, unless either (a) the terms of the contract require us to destroy or return whatever information is held at the end of the business relationship (b) you make a request to us to destroy or return whatever information is held.
- If you become an employee of GreenZone, we will store your personal information for 6 complete tax years after the year in which you leave GreenZone. After that time, we will delete your personal information from our computer files and we will destroy all hard copies, unless the types of information fall under statutory retention regulations. Details are available by requesting this via the Contact Us page on our website.

How secure are the links from this website?

- This GreenZone website may include relevant hyperlinks to external websites not controlled by us. Whilst all reasonable care has been exercised in selecting and providing any such links, you are advised to exercise caution before clicking any external links. We cannot guarantee the ongoing suitability of external links, nor do we continually verify the safety or security of the contents which may be subsequently provided to you. You are advised, therefore, that your use of external links is at your own risk and we cannot be responsible for any damages or consequences from your use of them.

Our promise to you:

- We will only collect the information that we need
- We will store your personal information securely
- We will maintain accurate records and update the information if you tell us it is wrong
- We will make sure that we do not keep your information for longer than we need to

Do you collect children's personal data?

- In special circumstances we do collect data classed as child data. This data is accepted upon condition that it is submitted by the subjects' parent or guardian only.
- If you learn that a child under the age of 13 has provided us with their personal information without having parental consent, please contact the GreenZone's Data Protection Officer immediately so that we can take appropriate action.

We ask you to:

- Make sure the information you give us is accurate
- Keep us informed of any relevant changes

How can I contact you?

- Please go to Contact Use or contact the Director of Information Security in writing at:
  GreenZone Cleaning & Support Services Ltd.
  Unit 66 Spaces Business Centre,

15-17 Ingate Place,
London.
SW8 3NS

You may contact us:

- If you wish to know what information we hold about you.
- If you believe the information, we might hold about you is incorrect.
- If you want any or all your information deleted (except any information that is required to be retained for lawful or operational purposes).
- If you have any other questions regarding your personal information held by GreenZone

What are my rights?

- Please visit the ICO website at www.ico.org. GreenZone is based within the United Kingdom, and as such is registered with the Information Commissioner's Office (ICO) as a Data Controller under the UK Data Protection Act of 1998. ICO registration number - Z2399070. We have also aligned our Website Privacy Policy with the UK General Data Protection Regulation ("GDPR") which came into effect on 25th May 2018, under the supervision of the ICO within the UK.

Changes to this Website Privacy Policy

- We may change this GreenZone Website Privacy Policy from time to time, and if we do we will post any changes on this page. If you continue to access this website or use services available from this website after those changes have come into effect, you will have agreed to the revised policy.

Notes

*1. *In the UK, data protection is governed by the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. The UK GDPR, effectively, replicates the EU GDPR but applies within the UK's domestic law. The Data Protection Act 2018 provides the framework for implementing the UK GDPR, with provisions for specific scenarios and exemptions.*