



Privacy Policy



Inter County Cleaning Services Ltd Privacy Policy

Inter County Cleaning Services Ltd ("ICCS", "Inter County", "us", "we" or "our") is committed to respecting your privacy and to complying with applicable data protection and privacy laws.

We have provided this Privacy Policy Statement to help you understand how we collect, use and protect your information when you visit our websites and when you use our services.

You can visit our websites without disclosing any personally identifiable information about yourself (although please note that we may use cookies and collect other non-personally identifiable information about your browsing activity - see our cookie policy for detailed information).

If you submit personal information by completing a contact form for example, you can be assured that we will use your personal information only to support your continuing relationship with Inter County.

The sections below detail how we may use your personal information.

Data protection law

The Data Protection Act 1998 describes how organisations — including — must collect, handle and store personal information.

These rules apply regardless of whether data is stored electronically, on paper or on other materials.

To comply with the law, personal information must be collected and used fairly, stored safely and not disclosed unlawfully.

The Data Protection Act is underpinned by eight important principles. These say that personal data must:

- Be processed fairly and lawfully
- Be obtained only for specific, lawful purposes
- Be adequate, relevant and not excessive
- Be accurate and kept up to date
- Not be held for any longer than necessary
- Processed in accordance with the rights of data subjects
- Be protected in appropriate ways
- Not be transferred outside the European Economic Area (EEA), unless that country or territory also ensures an adequate level of protection

Policy scope

This policy applies to:

- All staff and volunteers of Inter County
- All contractors, suppliers and other people working on behalf of Inter County

It applies to all data that the company holds relating to identifiable individuals, even if that information technically falls outside of the Data Protection Act 1998. This can include:



- Names of individuals
- Postal addresses
- Email addresses
- Telephone numbers
- ...plus any other information relating to individuals

Everyone who works for or with has some responsibility for ensuring data is collected, stored and handled appropriately.

Each team that handles personal data must ensure that it is handled and processed in line with this policy and data protection principles.

The only people able to access data covered by this policy should be those who **need it for their work**.

Data **should not be shared informally**. When access to confidential information is required, employees can request it from their managers.

Inter County will provide training to all employees to help them understand their responsibilities when handling data.

Employees should keep all data secure, by taking sensible precautions and following the guidelines

In particular, **strong passwords must be used** and they should never be shared.

Personal data **should not be disclosed** to unauthorised people, either within the company or externally.

Data should be **regularly reviewed and updated** if it is found to be out of date. If no longer required, it should be deleted and disposed of.

Employees **should request help** from their manager if they are unsure about any aspect of data protection.

Personal Information Collection

We endeavour to collect and use your personal information only with your knowledge and consent and typically when you use our services, make customer enquiries, register for information or other services, request information, or when you respond to communications from us.

The type of information we may collect could include, your name company name, and company postal address, telephone number and email address.

If you choose to provide us with personal information it will be used in support of the intended purposes stated at the time at which it was collected, and subject to any preferences indicated by you.



Non-personal Identifying Information

We may also collect non-personally identifying information about your visit to our websites based on your browsing activities. This information may include the pages you browse and services viewed. This helps us to better manage and develop our sites, to provide a more enjoyable experience in the future, and to help us develop and deliver better products and services.

From time to time, with your consent, we may also store and use your information to contact you for market research and marketing purposes. We may contact you by email, phone or mail.

How will we use your information?

We may use your information for a number of purposes which includes: processing your orders and managing and administering your account; delivering any services, or information requested by you; responding to account enquiries; verifying your identity when required (you may lose your password or security information for logging into your CMS for example, and we may then need to ask you for other 'identifiable' information to protect your data from unauthorised access).

We may also undertake market and product analysis based on your use of our services and products and contact you with information about new developments and services by post, telephone and automated means such as mobile text message (SMS), Email and the internet (subject to any preferences expressed by you).

If you have consented to receive details of our services, events, training/seminars, etc you can contact us at any time to have your details removed from lists used by us for any or all of those purposes.

To update your marketing preferences please contact us and tell us what you want us to do, even if you have previously objected to receiving information by email for example but would now like to change your mind and receive information.

When will we disclose your information to others?

We may only disclose information about you and contact details to trusted third parties when this is required for us to fulfil our contract with you, and with your consent. An example of this is when requiring printed material to be delivered direct from one of our trusted print partner direct to you or to your premises.

Inter County will not sell or pass your personal information to third parties (other than as set out in the paragraph above) unless you have given us permission or unless it is strictly necessary to deliver the services ordered or used by you (as in the example above).

Inter County may also be obliged to disclose your personal information to meet any legal or regulatory requirements (for example to comply with a court order) or obligations in accordance with applicable law.



Social media

Any social media posts or comments you send to us via social media will only be shared under the terms of the relevant social media platform (e.g. Facebook / Twitter) on which they are written and could be made public.

We are not responsible for this kind of sharing. You are responsible for ensuring that any comments you post comply with any relevant policy on acceptable use of those services.

How long do we keep your information for?

To make sure we meet our legal data protection and privacy obligations, we only hold on to your information for as long as we actually need it for the purposes we acquired it for in the first place.

In most cases, this means we will keep your information for as long as you continue to use our services, and for a reasonable period of time afterwards if you stop doing so. After that we will delete it other than where we lawfully can keep any data for audit or legal reasons.

We shall keep data on our prospect database for not longer than 3 years from receipt subject to an individual's right to unsubscribe or be forgotten at any time.

Access to your Information

You can write to us at Inter County Cleaning Services Ltd, Brindley Close, Rushden, Northants NN10 6EN or email enquiries@intercountyltd.co.uk any time to obtain details of the personal information we may hold about you.

Please quote your name, company name and company email address, along with brief details of what information you want a copy of. We will take all reasonable steps to confirm your identity before providing you with details of any personal information we may hold about you.

Information Security

Inter County recognises that its customers are increasingly concerned about how companies protect personal information from misuse and abuse and about privacy in general. To this end we are constantly reviewing and enhancing our technical, physical and managerial procedures and rules to protect your personal data from unauthorised access, accidental loss and/or destruction.

Please be aware that communications over the Internet, such as emails are not secure unless they have been encrypted. Your communications may route through a number of countries before being delivered - this is the nature of the World Wide Web/Internet. Inter County cannot accept responsibility for any unauthorised access or loss of personal information that is beyond our control.

Privacy Support

Inter County reserves the right to amend or modify this Privacy Policy Statement at any time and in response to changes in applicable data protection and privacy legislation.



If we decide to change our Privacy Policy, we will post the changes on our websites so you know what information we collect and how we use it. If at any point we decide to use personally identifiable information in a manner different from that stated at the time it was collected, we will tell you. You will have a choice as to whether or not we are able to use your information in this different manner.