



Privacy Policy
(Customers & Suppliers)



Privacy Policy

This Privacy Policy sets out how Inter County Cleaning Services Ltd uses and protects any information that you give Inter County Cleaning Services Ltd when you use it's website or are a Customer or Supplier.

Inter County Cleaning Services Ltd take your privacy seriously and will only use your personal information to administer your account, make and receive payments and provide the products and services you have requested from us, or supply to us.

However, from time to time we may contact you with details of other products or services we provide. This will be for direct marketing purposes only and is a legitimate business interest. However, we shall cease contact without undue delay if you object to this.

Inter County Cleaning Services Ltd may change this policy from this time to time and will ensure an updated version of this policy is available on our website.

What we collect

We may collect the following information:

- Name and Job Title
- Contact information including email address
- Demographic information such as postcode, preferences and interests
- Other information relevant to customer surveys and/or offers

If you are an Inter County Cleaning Services Ltd Customer or Supplier we will also have details to send and receive payments, such as your bank details

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal records
- We may use information to improve our products or services
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests



Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Data Breach Notification

In the unlikely event of a Data Breach, Inter County Cleaning Services Ltd have in place a policy procedure that will ensure any breaches are investigated and reported in line with legislation.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information provided whilst visiting such sites. Unless it is one of our subsidiary company sites Inter County Waste Management and Inter County Service Group then this privacy policy relates.

Controlling your Personal Information

You may choose to restrict the collection or use of your information in the following ways

- Whenever you are asked to fill in a form on the website, we will ask you to click to 'opt in' to receive latest product information. **Only do this is you would like to receive further information**
- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to us or email enquiries@intercountyltd.co.uk or sales@intercountyltd.co.uk

We will not sell, distribute or lease your personal information to third parties. However, in the unlikely event it is deemed necessary to do so, we shall only do this when we have obtained explicit permission or are required by law to do so. We may use your personal information to send you promotional and marketing information about third parties which we think you may find interesting, **but only if you tell us that you wish this to happen**



Data Retention

In the event of the cessation of business relationship, i.e. if we stop providing products or service to our customers or a supplier stops providing products or services to Inter County Cleaning Services Ltd, we intend to retain your data for six years

If you would like the data deleted from our business systems, we will duly comply. However, we will then retain your data for a mandatory three years. The reason for this is; Legal Obligation: the processing is necessary for us to comply with the law (not including contractual obligations)

Contact Details

You may request details of personal data which we hold about you. Please write to:

Inter County Cleaning Services Ltd

Brindley Close

Rushden

Northants

NN10 6EN

Data Rectification and/or Deletion

If you believe that any information we are holding about you is incorrect, incomplete, or you would simply prefer for us to no longer hold your details, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect. We will also delete any information or details held about you if you have expressly requested this without undue delay.