



Tel : 01462 671555
Web : www.chimneysweep.info
Email : office@chimneysweep.info
Book a sweep online : www.chimneysweep.info/diary



GENERAL DATA PROTECTION REGULATIONS

PRIVACY NOTICE - UPDATED 24.04.26

Cleansweep Vac Services are committed to protecting and processing your personal data in accordance with the General Data Protection Regulations and the Data Protection Act 2018.

YOUR PERSONAL DATA

We will hold and process your personal data for legitimate reasons. Your personal data will not be shared with third parties unless you book online, and then only with the booking software company whose privacy policy has been reviewed by us. They will also not share the details you enter with another other company. We will store and process your personal data for any lawful reason required such as a law enforcement or a HMRC request.

WHO LOOKS AFTER YOUR DATA?

Our data controller, is H Summers: Hitchin, Hertfordshire - email: office@chimneysweep.info Our data is currently saved on cloud software is controlled by:

- Acuity Scheduling Ltd (Square Space) and their privacy policy can be found on their website at <https://www.squarespace.com/privacy/>
- Zoho Invoicing : privacy policy at <https://www.zoho.com/privacy.html#:~:text=Our%20privacy%20commitment%3A%20Zoho%20has,ads%2C%20and%20we%20never%20will.&text=This%20policy%20tells%20you%20what,you%20can%20do%20about%20it>
- Google Calendar: privacy policy <https://policies.google.com/privacy?hl=en>

WHERE IS THE DATA STORED?

Your data is stored in both paper form in the UK and electronic form in Europe. It is protected by physical security, has limited access and password protection, also malware protection from cyber attack.

RETENTION PERIOD

We will retain some elements of your personal data for up to six years and beyond so that we can hold as much relevant information about the work undertaken on your property. This is often useful you come to sell your house. You have the right to deletion of your personal data by emailing the data controller above.

WHAT DATA IS HELD?

You can request at any time, confirmation of the data we hold for you, and how this has been processed by emailing the data controller. The data we hold is Name, Address, Email address [if provided], Contact number and work done on your property along with dates and date and type of payment. No credit or debit card details nor bank account details are shared with us or stored.

Upon visiting our website a cookie may be collected by Google Analytics to help us improve our website. You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. If you book online, your details will be entered into a shared calendar, only accessible by the data controller and the chimney sweep. Our invoicing software is used by staff only and is protected physically and by password protection.