

FreshSpace customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

Contact details

Email

info@freshspace.org.uk

What information we collect, use, and why

We collect or use the following information to **provide and improve products and services for clients**:

- Names and contact details
- Transaction data (including details about payments to and from you and details of products and services you have purchased)
- Engage with us in other related ways, including any sales, marketing, or events

Lawful bases and data protection rights

Under UK data protection law, we must have a "lawful basis" for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO's website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for.
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.
- **Your right to erasure** - You have the right to ask us to delete your personal information.
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information.
- **Your right to object to processing** - You have the right to object to the processing of your personal data.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you.
- **Your right to withdraw consent** - When we use consent as our lawful basis you have the right to withdraw your consent at any time.

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide and improve products and services for clients** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Where we get personal information from

- Directly from you
- Email booking form

How long we keep information

We retain your personal data in accordance with applicable laws. The length of time we keep your personal data depends on what it is and whether we have an on-going business need to retain it (for example, to provide you with cleaning services or to comply with applicable legal, tax or accounting requirements).

We shall retain your personal data for as long as we have a relationship with you and for a period of time afterwards where we have an on-going business need to retain it, in accordance with our data retention policies and practices. Following that period, we shall make sure it is deleted or made it anonymous within our systems.

General

If you have any complaints in relation to this Privacy Policy or otherwise in relation to our processing of your personal data, please Contact Us. We shall review and investigate your complaint and try to get back to you within a reasonable time. You can also contact the Information Commissioner, see www.ico.org.uk.