

PRIVACY POLICY

WHO WE ARE:

This website is managed by Kram Contract Cleaning Ltd , a company registered in the UK No 5661927

We are committed to maintaining the trust and confidence of the visitors to our website. We do not sell or trade your personal information with other companies and businesses for marketing purposes. In this Privacy Policy, we provide detailed information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

THE TYPES OF DATA WE COLLECT:

Google Analytics:

When someone visits this website, we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information does not identify anyone, and no personal information is passed to Google Analytics when using this website.

If you would like to opt-out of Google analytics tracking then please visit: <https://tools.google.com/dlpage/gaoptout>

Contact us

This website includes a form where you can send us a message to request more information about our products and services. We gather your name, company and contact details so we can prepare a response to your enquiry and then contact you by email or telephone with the information you request. We do not store your information or automatically add you to our mailing, although we may later ask you if you would like to keep in touch

B2B Direct Marketing

As a commercial cleaning business, our direct marketing is directed at corporate bodies. Individual employees can opt out quickly and easily at any time by clicking on the unsubscribe button on an email or by replying to info@kram-clean.co.uk

WHAT IS THE LEGAL BASIS FOR PROCESSING PERSONAL DATA?

We process your data to fulfil our contractual obligations in completing contracts and to deliver our products and services.

DATA SHARING

We do not sell or trade your personal information with other companies and businesses for marketing purposes. We may occasionally share your details with suppliers and sub-contractors for the performance of any contract we enter into with you. Where data is shared with a supplier, protections are in place to ensure that your data is processed safely and the supplier complies with GDPR regulations.

HOW WILL THE INFORMATION BE USED?

The information you provide is used to assess whether we can enter into a contract with you, carry out our contractual obligations to you and provide you with our products and services.

We use your information to improve our service to you, deal with any potential legal queries relating to our services and to provide you with marketing communications with your permission.

DATA RETENTION

We will only retain your personal information for as long as necessary to fulfil the purposes we collect it for, including for the purposes of satisfying any legal, insurance, accounting or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk or harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, insurance and compliance requirements.

In some circumstances, we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

WHAT ARE YOUR RIGHTS?

Data protection legislation includes the following rights for individuals which the company will fully comply with;

The right to be informed.

The right of access.

The right to rectification.

The right to erasure.

The right to restrict processing.

The right to data portability.

The right to object and

The right not to be subject to automated decision-making.

If you would like us to cease processing your data, contact us using the details below.

HOW TO MAKE A COMPLAINT

If you have any concerns about the way we control and process your personal data, then please contact us on 01522 513131 or email info@kram-clean.co.uk and we would be glad to assist in any way we can.

Kram Contract Cleaning is registered with the Information Commissioners Office (Registration Number ZA258042). If you want to make a complaint about the way we have processed your personal information, you have the right to complain to the Information Commissioners Office. For more information, please see www.ico.org.uk/concerns.

HOW TO CONTACT US

For more information about our privacy policy you can email us at info@kram-clean.co.uk or write to us:

Privacy Policy

Kram Contract Cleaning

1-7 Cornwallis Road

Lincoln LN3 4PD

COOKIE POLICY

WHAT ARE COOKIES

Cookies are tiny files that are used to help a website operate or gather data and statistics from the way this website is used. This data gathered allows us to improve the website and provide the users with a better browsing experience.

WHAT COOKIES ARE IN USE ON THIS WEBSITE

| Cookie Name | Purpose | Persistent or Session |
|----------------|---|---------------------------|
| _utma | This cookie keeps track of the number of times a visitor has been to the site pertaining to the cookie, when their first visit was, and when their last visit occurred (Google Analytics) | Expires after 2 years |
| _utmb | This cookie takes a timestamp of the exact moment in time when a visitor enters the website (Google Analytics) | Expires when session ends |
| __utmc | This cookie takes a timestamp of the exact moment in time when a visitor leaves the website (Google Analytics) | Expires when session ends |
| __utmt | This cookie is used to throttle request rate (Google Analytics) | Expires after 10 minutes |
| __utmv | This cookie is used to store visitor-level custom variable data (Google Analytics)> | Expires when session ends |
| _utmz | This cookie stores the traffic source or campaign that explains how the user reached your site (Google Analytics) | Expires after 6 months |
| CraftSessionId | This cookie name is associated with the Craft web content management system, as an anonymous session identifier. | Expires when session ends |

MORE INFORMATION ON COOKIES

Please refer to the ICO's following page for more information about cookie policies:

<https://ico.org.uk/for-organisations/guide-to-pecr/cookies-and-similar-technologies/>

Please refer to the following page for general information about cookies and guidance on how to delete cookies that are stored on your machine: <https://www.aboutcookies.org/>

Please refer to the following page for more information about Google Analytics: https://www.google.com/analytics/#?modal_active=none

ADDITIONAL INFORMATION ABOUT OUR USE OF COOKIES

If you have any further questions about how we use cookies on this website, please email info@kram-clean.co.uk.