

Privacy Policy

Who We Are

The Home Maid ('we' or 'us' or 'our') gather and process your personal information in accordance with this privacy notice and in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. This notice provides you with the necessary information regarding your rights and obligations, and explains how, why and when we collect and process your personal data.

What Information We Collect and Why

The personal information we collect and how we use it will depend on your engagement with us.

The Home Maid processes your personal information to provide our services and to meet our contractual, legal, statutory obligations. We will never collect any unnecessary personal data from you and do not process your information in any way, other than already specified in this notice.

The Personal Information That We Collect May Include

The types of personal information we collect may vary depending on your engagement with us and are not limited to the examples below:

- Name
- Home Address
- Email address
- Telephone number
- Mobile Telephone Number
- Information about your home and cleaning requirements
- Date of Birth
- Work experience
- Your health
- Your criminal record
- Identification and right-to-work documentation, including passports, birth/adoption certificates and other supporting documents and right-to-work check results

We collect information in the following ways:

The ways in which we collect personal information may vary depending on your engagement with us and are not limited to the examples below:

Directly from you when you

- Visit our website
- Complete forms on our website
- Subscribe to our on-line mailing and email alerts
- Speak with us on the phone
- Engage with us via Social Media

- Submit a job application
- Submit an enquiry
- Send an email
- Complete our client onboarding process
- Complete our Agency Agreement
- Complete our requirements form over the phone
- Complete our requirements form by email
- Complete our Cleaner registration process
- Complete right to work and identity checks
- Complete our Candidate form over the phone
- Complete our Cleaner Agreement

Indirectly

We may also collect information indirectly, including:

- When you give permission to other organisations to share your information
- When we deliver our services as part of our Agency Agreement
- When we deliver our services as part of our Cleaner Registration process
- Information publicly available
- Cookies: these are small files that are stored on your computer or smart device when you visit our website. We use cookies to collect information about how visitors use our website and to make it better/easier to use.

How We Use This Information

The Home Maid takes your privacy very seriously and will only disclose or share your personal data where there is a lawful basis for doing so and in accordance with this privacy notice. We only retain your data for as long as is necessary and for the purposes specified in this notice. Where we rely on your consent to process your personal information, you are free to withdraw your consent at any time. The purposes and reasons for processing your personal data are detailed below: –

To provide you with a service or information you have asked for

To fulfil a contract

To provide you with work

To collect and store your personal data as part of our legal obligation for business accounting and tax purposes

To provide you with information and news on The Home Maid

To keep a record of your relationship with us, for example allocating a cleaner, changing cleaner and processing a refund

To carry out identity and right-to-work checks and to meet our legal and regulatory obligations relating to the provision of work.

To assess the suitability of cleaners for particular jobs, including consideration of relevant health information.

To assess the suitability of cleaners for work in private homes, including consideration of relevant criminal-record information.

Sharing and Disclosing Your Personal Information

We may share or disclose your personal information where there is a lawful basis for doing so and in accordance with this privacy notice. We will not share your information with any other organisation for marketing, market research, fundraising or commercial purposes, and we will never sell on any information about you. Where we engage a third party to deliver a service, only the personal data necessary for that service will be shared. This may include third-party providers that carry out identity verification, right-to-work checks or other background checks on our behalf. This will be in line with data protection legislation and covered by an appropriate data protection agreement. This means that they cannot do anything with your personal information unless we have instructed them to do so. Your information will be held securely and will be retained for the period we instruct.

The Home Maid may be required to share your data in specific cases where we are providing a direct service/contract or where we are required by law, for example Employment Law

Right-to-work and identity information

Where required as part of our services, we may share identification and right-to-work information and supporting documentation with the client to whom you are introduced. This may include passports, right-to-work check results and other identity or right-to-work documents. This information is provided to enable the client to carry out the required identity and right-to-work checks. We may also use third-party identity verification or right-to-work service providers, including Identity Service Providers (IDSPs), to carry out these checks on our behalf.

Where We Store Your Personal Data

The data that we collect from you may be transferred to, and stored or processed in, countries outside the United Kingdom. It may also be processed by staff operating outside the United Kingdom who work for us or for one of our suppliers. Where personal data is transferred outside the United Kingdom, we will ensure that appropriate safeguards are in place in accordance with applicable UK data protection laws. Such staff may be engaged in, among other things, fulfilment of your order, processing of your payment details, backup of files and the provision of support services. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

We may use third-party online service providers, including cloud-based storage, email, document management and other business services, to store, process and back up your information.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

How Long We Keep Your Data

The Home Maid only ever retains personal information for as long as is necessary. We are required to retain certain business and financial records for specific periods under applicable UK law. Where a specific retention period applies, we will retain the relevant information for that period. Where you have consented to us using your details, we will keep such data until you notify us otherwise and/or withdraw your consent.

Your Rights

You have the right to access any personal information that we process about you and to request information about: –

- What personal data we hold about you
- The purposes of the processing
- The types of personal information we hold about you
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to update/correct it as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing in accordance with data protection laws, as well as to object to any direct marketing from us and to be informed about any automated decision-making that we use.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the relevant request; this is to ensure that your data is protected and kept secure.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you believe we have not handled your personal data in accordance with data protection law.

IP Addresses And Cookies

Our website (www.thehomemaid.co.uk) uses cookies – small text files that are placed on your machine to help the site provide a better user experience. In general, cookies are used to retain user preferences, store information for things like shopping carts, and provide tracking data to third party applications like Google Analytics. As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies on this site and on others. The most effective way to do this is to disable cookies in your browser. We suggest consulting the Help section of your browser or taking a look at [the About Cookies website](#) which offers guidance for all modern browsers.

Links to Other Websites

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Changes

We may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

Contact

The Home Maid is the data controller for the personal information we process in connection with our services. In some circumstances, we may also process personal data on behalf of our clients. Our Data Protection Officer is Matthew Duffy, and we can be contacted at hello@thehomemaid.co.uk or by phone on 07305 870892