

## Privacy Policy and Terms of Use

At MuzClean we are committed to protecting your data and privacy.

We have published this data protection guide to ensure that you are fully aware of how and why we collect information about you, to whom such information is disclosed and what your rights are. You should ensure that you have read and understood this guide before providing your information to us.

This guide, along with our [Terms of Use](#) and [Cookie Policy](#) sets out how we will use your personal information.

### PRIVACY POLICY

#### What personal information do we collect and how do we obtain it?

We receive your personal information when you complete any of the forms on any of our websites, use our online booking service register to receive our newsletter or enter one of our competitions. We also use cookies on our website which may (with your consent) collect personal information about you. Please see our [Cookie Policy](#) for further information. Please see the “How do we use your information?” section below for further details of the personal information we collect.

#### How do we use your personal information?

The table below sets out how we may use the different types of personal information we collect from you and our lawful basis for doing so.

<b>Personal data collected</b>	<b>How we use such personal data</b>	<b>Lawful basis</b>
Email address you provide to us on subscription to our newsletter.	To send you our weekly newsletter containing our latest offers, details of our new website content and third party links and to invite you to register for an account with us.	Your consent.
The name, email address, telephone number (if you have chosen to provide this) and any additional information provided to us when you	We may use the email address you provide to contact you by email following your request for a quote, to seek your feedback on your experience of using our website, with details of our current offers and services. We also may	We will use this personal information to carry out your request for a quote and to send you offers in the future which we think would benefit you.

complete our online "Contact Us" form.	use your telephone number to follow up your quote	
Information collected by Google analytics	We use google analytics to manage the performance of our website. More information on how they control their date can be found at analytics.google.com	Your consent.
Name, email address and/or telephone number provided by you during the use of our website.	To contact you to discuss services that have been requested by you.	We will use these personal details to carry out any services requested by you.
Other details provided by you on entry into any of our competitions.	We may, from time to time, offer competitions on our website and social media accounts. In the event that you choose to enter such competitions, we will let you know in advance how we intend to use the details you provide for entry into such competitions.	N/A

[You may withdraw your consent at any time](#)

Some of our use of your personal information is subject to the lawful basis of "consent" (you will be able to see where this is the case in the table above). You are able to withdraw your consent to such processing at any time by either contacting us using the contact details set out below or following the "opt-out" link in each communication we send to you. Please note that if you do opt-out we can no longer contact you with our latest news and offers or details of any search alerts you have requested.

[Sharing your personal data](#)

We do not share your personal data with other companies other than when it is necessary to carry out a service.

### [Where we store your personal data.](#)

How do we protect your personal information?

We protect your personal information in the following ways:

- We will not request information which is excessive for our purposes.
- Try, with your assistance, to keep any information we hold about you up to date and accurate.
- Delete any information which we hold about you which is no longer relevant in accordance with our retention policy.
- We follow strict security procedures in the storage and disclosure of information that you have given to us to prevent unauthorised access.

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

### [Receipt of personal information](#)

If you do not want to continue to be contacted by us please contact us at [helpdesk@muzcean.com](mailto:helpdesk@muzcean.com) or opt out at [www.MuzClean.com](http://www.MuzClean.com)

### [Retention of personal information](#)

We will retain your personal information for such time as you still wish to receive our offers and newsletters or hold an account with us. In the event that we are holding your personal information because you have requested a quote from us, we will keep such personal information for the length of the proposed deal in respect of which you have made an enquiry unless you notify us that you wish us to remove your personal information before such time.

We may also be required to keep your data for such longer periods as is required pursuant to applicable laws.

### [You have various rights in respect of your personal information](#)

You have various rights in respect of your personal information, as follows:

- a right of access to a copy of the personal data we hold about you;
- a right to object to processing that is likely to cause or is causing damage or distress to you;
- a right to prevent processing for direct marketing;
- a right to object to decisions being taken by automated means;
- a right in certain circumstances to have inaccurate personal data rectified, blocked, erased or destroyed; and
- a right to claim compensation for damages caused by a breach of the Act.

If you wish to exercise any of these rights, please contact us at [helpdesk@muzclean.com](mailto:helpdesk@muzclean.com) or MuzClean Ltd, Unit 4 Phoenix Works, Cornwall Road, Hatch End, HA5 4UH

#### [We may make changes to our privacy policy](#)

Any changes we make to our privacy policy in the future will be posted on this website and notified to you the first time you access our website following such change.

#### [Your right to make a complaint in respect of our use of your personal information](#)

You have the right to complain in respect of our use of your personal data. If you are a UK resident, your complaint would normally be addressed to the Information Commissioner's Office. Please contact us before you escalate your complaint.

#### [You can contact us in respect of your personal information](#)

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to MuzClean Ltd, Unit 4 Phoenix Works, Cornwall Road, Hatch End, HA5 4UH or [helpdesk@muzclean.com](mailto:helpdesk@muzclean.com)

#### [Cookie Policy and Your Privacy](#)

At MuzClean Ltd we share visit data with google for bench marking purposes using google analytics. To find out more about cookies please [ico.org.uk](http://ico.org.uk).

#### [What are Cookies?](#)

Cookies are small encrypted text files that are stored on your computer or other device by our websites. They are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

#### [How Do I Opt Out of Cookies?](#)

To make full use of the features on our site you will need to accept cookies, as we can only provide you with certain personalised features of this website by using them.

If you'd prefer to restrict, block or delete cookies from our websites or any other website, you can use your browser to do this though your experience of using the site may be significantly impaired should you do so (although, if you choose to restrict, block or delete third party cookies we do not envisage that this will significantly impair the functionality of our website).

## TERMS OF USE

### Conditions of using this website

1. We (MuzClean Ltd) provide this website (as renamed, relocated, re-designed or otherwise changed from time to time) (Website). We are a limited company registered in England and Wales (registration number 09477988) and our registered office is at MuzClean Ltd, Unit 4 Phoenix Works, Cornwall Road, Hatch End, HA5 4UH
2. We legally own a wide range of intellectual property rights used in and relating to the Website.

### About these conditions

1. For the purpose of these conditions, we refer to the Website and the database collectively as 'the Website'.
2. If you log on to or use any part of the Website you agree to these conditions. If you do not want to agree to these conditions, do not log on to or use this Website.
3. We may change these conditions at any time without giving you notice. Please check these conditions from time to time for any changes. By continuing to use the Website you agree to all the changes we make to these conditions.

### Using the Website

1. The Website allows you to browse/book our services.
2. Prices on the Website are for information purposes only and do not constitute an offer by MuzClean Ltd.
3. The information contained on the Website and from any communication related to the Website does not constitute financial advice.
4. We may limit your access to some parts of the Website depending on whether you have registered with us. We take steps to prevent people misusing the Website and to make sure that our rights are not affected.
5. We process information about you in line with our [privacy policy](#). By using the Website, you agree to the way in which we process your personal information.
6. You cannot use the Website:
  1. for any unlawful purpose;
  2. to harm, threaten, abuse or harass another person, or in a way that invades someone's privacy or is (in our reasonable opinion) offensive or is unacceptable or damaging to us;
  3. to create, check, confirm, update or amend your own or someone else's databases, records, directories, customer lists, mailing or prospecting lists;
  4. to tamper with, update or change any part of the Website;
  5. in a way that affects how it is run;
  6. in a way that imposes an unreasonable or disproportionately large burden on our technical systems as determined by us; or

7. using any automated means to monitor, copy or scrape the Website or its content, or to interfere with or attempt to interfere with how the Website works.

**7.** Unless otherwise stated, these terms shall apply to all Websites operated by us from time to time.