

Privacy Statement

Who we are

Hydrowash Maintenance Systems deliver a range of bin cleaning services as well as bin chute cleaning, maintenance and servicing to ensure compliance with fire safety regulations.

How we collect your data

We do not collect personal information from you unless you give it to us. By using our website, you consent to the collection and use of this information.

We collect data from you in a variety of ways. You may provide information directly to us, for example by completing a form or making a request for a service provision or we may obtain information from you, for example during a telephone conversation or location visit.

How we use your data

We use information about you to plan and undertake the delivery of services and issue you with invoices etc. relating to services provided. We use your data in line with the UK and EU Rules on Data Protection.

Some examples of how we use your data are provided below; please note this is not an exhaustive list:

- To deal with enquiries you make relating to our services or your account with us
- To ensure that we meet your specific requirements
- To enable you to use your customer login within the website

We may use photographs of your property in our internal records (for example in our RAM documentation for Health & Safety purposes) or electronically, with your permission (for example on our website or Facebook page).

How we protect your data

Data security is very important to us. We will ensure that:

- We take reasonable technical and organizational steps to keep your data safe and secure at all times.
- Handle your information responsibly and respect your confidentiality

- Only collect and process data where it is necessary for us to do so
- Securely delete / destroy data when it is no longer required
- Be open with you about how we use your data and who we may share it with.
- Respect your privacy rights

You are responsible for keeping your user details and password confidential.

In all cases, we will take adequate steps to ensure the security and protection of your personal information.

How we share your data

There may be occasions where we share your data. This may happen when:

- A third party provides a service on our behalf (for example specialist repair works). The third party will be obliged to use your personal information in accordance with this privacy statement.
- Where there is a legal requirement to do so (for example to prevent and detect crime, in line with the Data Protection Act exemption)

We will not sell trade or rent in any form your information to a third party.

Do We Use Cookies?

We do not use cookies.

Policy Changes

If we need to update this Privacy Statement it will be posted here.

Contact

If you have questions about this Privacy Statement or require further information then please do this via the Contact page of this website.