

MAID2CLEAN (FRANCHISE) LIMITED

Privacy Notice - www.nationwidecleanerjobs.co.uk website

1. About this policy

This policy notice describes how we collect and process personal data when an individual (“data subject”) uses our website www.nationwidecleanerjobs.co.uk, in line with the requirements of the General Data Protection Regulation 2016 (“GDPR”).

2. Who we are and how you can contact us

We are MAID2CLEAN (FRANCHISE) LIMITED, company number 04431166. Our registered office address is at 112 – 114 Witton Street, Northwich, Cheshire, CW9 5NW. Maid2Clean is a franchise operation that introduces vetted local domestic cleaners to customers who require a regular or one-off domestic cleaning service.

You can contact our data protection representatives in writing at Caiden House, Canal Road, Timperley, Altrincham, WA14 1TD or by emailing privacy@maid2clean.co.uk.

For the contact information of your local franchisee office, please email privacy@maid2clean.co.uk for assistance.

3. Personal data we would like to collect from you

If you're a customer seeking domestic cleaning work opportunities we will collect the following personal data from you: -

- Your details: your name, email address, a copy of your CV, and any other information you wish to include in the body of your message. We collect this personal data for recruitment purposes, which is fulfilled by your local franchisee office. Maid2Clean Franchise Ltd will forward your personal data directly to your local franchisee office and does not use or store your personal data for its own purposes.
- IP address: When you complete an online application via our website we will capture your device's IP address. We collect this as a security measure to prevent spam applications. 'Spam applications' are when job applications are made very quickly multiple times from the same device.

Our lawful basis for processing your personal data is necessary for our legitimate business interests. Our legitimate interest is to provide job advertisement platform specific to domestic cleaning work to assist our local franchisee offices with their recruitment of domestic cleaners.

In some instances, we will direct you to the recruitment website or other website of the local franchisee office that has placed the work opportunity advertisement on our website or instruct you to call their business phone number. In these cases your personal data will be

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collected directly by the local franchisee office. Please refer to their privacy notice for details on what personal data is collected from you and to understand what it is used for.

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3.1. Consent

If consent is required to process your personal data or we ask you for sensitive personal data, we will ask you for your explicit consent. We will identify the specific purposes for the data, tell you why and how the information will be used in clear and plain language.

You can withdraw your consent at any time by emailing us at privacy@maid2clean.co.uk or by contacting your local franchisee office. Please see section 2 of this privacy notice ([who we are and how you can contact us](#)) for details on how to find your local franchisee office contact information.

Please refer to section 3.2 on [how we use your personal data for direct marketing](#) to read about direct marketing consent.

3.2. How we use your personal data for direct marketing

Maid2Clean Franchise Ltd does not directly market to any visitor of this website. We do not store your personal data (it is immediately forwarded to the relevant local franchisee office).

3.3. When we will share your personal data with others

In the day-to-day running of this website, Maid2Clean Franchise Ltd will forward your personal data to:

- The local franchisee office that manages any territory where you have applied for domestic cleaning work opportunities. All franchisees are UK based businesses. Where a local franchisee office uses IT systems that are hosted in the cloud, the local franchisee office will ensure there are appropriate technical and organisation measures in place to safeguard your personal data to comply with the GDPR. If you'd like more information about how your local franchisee office will keep your personal data secure, please email privacy@maid2clean.co.uk.

3.4. Cookies and other web tracking activities

A cookie is a small text file that is downloaded onto your device when you access our website. It allows our website to recognise your device and store some information about your preferences and past actions.

Our website uses several different cookies in order to provide you with the information you need and to help us optimise our website to improve our services and website content to provide a better user experience. We will always ask for your consent to use cookies when you first visit our website and at regular intervals.

The cookies we use and the reasons why we use them are:

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Cookie Type	What it does	Why we use it
PHP Session ID	<p>This is added automatically by our web server whenever you visit our website. It allows the webserver to know what information you are requesting so it can deliver the correct content to you.</p> <p>No personal data is collected from your device by this cookie. You are assigned a random ID when you visit our website and this ID only relates to the ID on the cookie. This cookie is automatically deleted from your device when you close your web browser.</p>	<p>Without this type of cookie we would not be able to provide you with the information you are looking for on our website i.e. the web server wouldn't be able to tell which user is requesting specific information.</p>
Google Analytics	<p>This cookie tracks how you use our website e.g. which pages were visited, what type of device you are accessing the website from i.e. mobile device or desktop.</p> <p>No directly identifiable personal data is collected so we are unable to single out specific users. IP addresses from your device are anonymised automatically so they are no longer considered personal data. All the information we collect about how the website is used is aggregated i.e. we only see how many times a page was visited, or how many mobile/desktop</p>	<p>This information helps us understand what type of content is important to you so we can make sure it is relevant and kept up-to-date. We also use this information to improve our content in order to grow our business.</p>

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	devices visited us as a grouped number.	
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3.5. How long we keep your personal data

Maid2Clean Franchise Ltd does not store your personal data as it is immediately forwarded to the relevant local franchisee office

Your local franchisee office will process your personal data for the duration of the contract you enter with them in order to provide you with their services. Your personal data will be stored in line with the local franchisee office's data retention policy. To request details about your local franchisee office's data retention please contact your local franchisee office directly. If you require their contact details please email privacy@maid2clean.co.uk for assistance.

3.6. How we keep your personal data safe

We take reasonable security measures to ensure that your personal data is kept safe. The security measures we take are:

- Our data centre provider is based within the UK and is both ISO27001 certificated and PCI DSS compliant. This validates that the data centre has sufficient technical and organisational measures in place to protect your personal data.
- Only persons authorised by us will have access to your personal data on a 'need-to-know' basis only to perform their job role e.g. database administrator, web developer. We protect access using IT access controls such as user account permissions and strong passwords.
- We apply the latest security patches to our IT systems in line with manufacturers recommendations.
- We take regular daily backups. These are encrypted and kept at a separate secure location.

3.7. Your rights as a data subject

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.

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- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right not to be subject to the legal effects of automated processing or profiling.
- Right to judicial review: in the event that Organisation Name refuses your request under rights of access, we will provide you with a reason as to why. You have the right to complain as outlined in the clause below.

All of the above requests will be forwarded on should there be a third party involved in the processing of your personal data.

3.8. How you can make a complaint

In the event that you wish to make a complaint about how your personal data is being processed, or how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority, The Information Commissioner (“ICO”), and our data protection representatives.

We’d be grateful if you’d allow us to address your complaint or concern in the first instance by emailing privacy@maid2clean.co.uk. To raise your concerns about our information rights practices directly with the ICO go to www.ico.org.uk/concerns or call 0303 123 1113.

3.9. How we keep this policy up to date

We will review and update this privacy notice from time to time.

So you have the opportunity to review the updated notice before you choose to continue using our Services, we will notify you by placing a prominent banner at the bottom of our home page two weeks before any changes are made and for 2 weeks afterwards. We will include a summary of the changes at the top of the privacy notice so that it is clear and easy to understand what has changed.

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This is policy [2] which came into effect in [14/05/2018].

4. More about this privacy notice

This privacy notice should be read and used in conjunction the following documents.

- [Maid2Clean Discrimination Policy](#)
- [Maid2Clean Recruitment Policy](#)