



HOMEGLOW CLEANING SERVICES

Privacy Policy

Creating calm, clean, glowing spaces.

Last updated: 26 August 2026 | Version 1.0

This policy explains how HomeGlow Cleaning Services collects, uses, stores and protects personal information.

1. Who we are

HomeGlow Cleaning Services provides domestic and commercial cleaning services in London.

Data controller: HomeGlow Cleaning Services

Email: homeglowcleaning123@gmail.com

Telephone: 07944 277347

We do not currently operate a public office or correspondence address. Please contact us by email or telephone regarding privacy matters.

2. About this policy

This Privacy Policy explains how HomeGlow Cleaning Services collects, uses, stores and shares personal information when you:

- Visit our website.
- Contact us by website form, telephone, email, WhatsApp or social media.
- Request an estimate or quotation.
- Make or request a booking.
- Purchase or receive a cleaning service.
- Upload photographs or information about a property.
- Provide feedback, make a complaint or otherwise communicate with us.

You are not legally required to submit an enquiry. However, if you do not provide the information marked as required, we may be unable to assess your request, prepare a quotation or arrange a cleaning service.

3. Information we may collect

Depending on how you interact with us, we may collect the following information.

Contact information

- Your name.
- Email address.
- Telephone number.
- Home, business or service address.
- Postcode.
- Preferred method of contact.

Property and service information

- Property type and approximate size.
- Number and type of rooms.
- Property condition and cleaning priorities.
- Requested cleaning service and frequency.
- Preferred dates and times.

- Access instructions and relevant parking information.
- Information about pets or other circumstances relevant to safely delivering the service.
- Job notes and agreed instructions.

Photographs and uploaded files

You may provide photographs or files to help us understand the condition of a property, prepare a quotation, plan a service, confirm the work completed or investigate a concern.

Please do not send identification documents, payment information, alarm codes, photographs of people or other sensitive information unless we have specifically requested it through an appropriate method.

Booking and transaction information

- Services requested or purchased.
- Appointment dates and times.
- Pricing, quotation and invoice information.
- Payment status.
- Cancellation, refund or rescheduling information.

Payments may be processed by a payment provider selected for the booking. We ordinarily do not receive or store your complete payment-card details.

Communications

We may keep records of messages exchanged through website forms, email, telephone, SMS or WhatsApp, social-media messaging, and booking or customer-management systems.

Website and technical information

Subject to your cookie choices and the technologies enabled on our website, we may receive:

- IP address.
- Device and browser information.
- Pages visited and interactions with the website.
- Approximate location derived from an IP address.
- Cookie identifiers.
- Referral and website-performance information.

More information is provided in section 15, Cookies and similar technologies.

Where the information comes from

Most information is provided directly by you through our website, Fillout enquiry form, email, telephone, WhatsApp or social-media messages. We may also receive limited information from a landlord, tenant, household member, business contact, referrer or another person arranging a service, and technical information from our website and service providers.

4. Sensitive personal information

We do not normally need special-category personal information, such as medical information, religious beliefs, ethnicity or biometric information.

If information about health, disability or mobility is relevant to safely providing a service, please provide only what is reasonably necessary. We will handle this information with additional care and identify an appropriate legal basis and condition before using it.

Do not include highly sensitive access information in an ordinary website form. Any keys, alarm codes or access arrangements should only be provided when necessary and through an agreed method.

5. How and why we use personal information

Enquiries and quotations

We use contact, property and service information to respond to enquiries, assess requirements and prepare estimates or quotations.

Our lawful basis is normally taking steps at your request before entering into a contract. We may also rely on our legitimate interests in operating our business and responding effectively to prospective customers.

Bookings and cleaning services

We use information to schedule, manage and deliver cleaning services, maintain job notes, communicate changes and confirm completion.

Our lawful basis is normally performance of a contract or taking steps before entering into a contract.

Payments, invoices and business records

We use transaction and customer information to process payments, issue invoices, manage refunds and maintain accounting and tax records.

Our lawful bases are performance of a contract and compliance with legal obligations.

Customer service, complaints and disputes

We may use communications, job records and relevant photographs to answer questions, handle cancellations, investigate concerns, protect our legal rights and improve our service.

Our lawful basis is normally our legitimate interests in managing customer relationships, resolving concerns and protecting the business and its customers. Where necessary, information may also be used in connection with legal claims.

Safety, fraud prevention and security

We may process information where reasonably necessary to protect customers, cleaners, properties, our website or our business from fraud, misuse, threats or other security risks.

Our lawful basis is normally our legitimate interests in operating safely and securely. We may also process information to comply with a legal obligation.

Essential service communications

We may send booking confirmations, reminders, changes, arrival information, quotation updates, payment notices and other messages directly connected with an enquiry or service.

These are service messages rather than marketing. Our lawful bases are normally contract steps, performance of a contract or legitimate interests.

Marketing

Where legally permitted, we may send occasional news or offers to existing customers or people who have specifically requested them.

We will rely on consent where required or, where applicable, the electronic-mail soft opt-in for our own similar services. Every electronic marketing message will provide a straightforward way to unsubscribe.

Website improvement and analytics

Where permitted by law and your cookie choices, we may use website information to understand how the site is used, identify faults and improve its performance.

Depending on the technology involved, we may rely on consent under applicable cookie rules and legitimate interests under data protection law.

6. Estimates, calculators and automated decisions

Any website calculator, guide or automatically generated estimate is indicative only. It does not create a confirmed booking or final price.

We may review submitted property details, photographs, availability and service requirements before confirming a quotation.

We do not intend to make decisions producing legal or similarly significant effects about customers using solely automated processing.

7. Photographs and property information

We may request photographs to:

- Understand the property and work required.
- Prepare or check a quotation.
- Plan the service and communicate job requirements.
- Record relevant before-and-after conditions.
- Investigate feedback, damage allegations, complaints or disputes.
- Support quality control where appropriate.

Access is limited to people who reasonably need the information, such as authorised HomeGlow personnel, assigned cleaners or relevant service providers.

We will not use customer property photographs for advertising, social media, portfolios or promotional material without separate permission.

8. Who we may share information with

Where necessary, we may share limited personal information with:

- Cleaners, team members or subcontractors assigned to the service.
- Netlify and other website-hosting or technical providers.
- Fillout and other form providers.
- Airtable and other customer, enquiry or job-management providers.
- Payment processors.
- Email, telephone and messaging providers.
- Cloud storage and technology providers.

- Accounting, invoicing or bookkeeping providers.
- Insurers, legal advisers and other professional advisers.
- Regulators, courts, law-enforcement bodies or public authorities where required.
- A buyer, investor or professional adviser involved in a proposed sale or reorganisation of the business, subject to appropriate safeguards.

We only provide information reasonably required for the relevant purpose. Service providers acting on our behalf are expected to protect the information and use it only for authorised services.

Cleaners should receive only the customer and job information reasonably required to complete the assigned service.

We do not sell personal information.

9. International data transfers

Some of our providers may store or process information outside the United Kingdom.

Where UK data protection law requires safeguards for an international transfer, we will rely on an applicable adequacy regulation, approved contractual safeguards or another lawful transfer mechanism.

Further details about a provider's transfer arrangements may be available in that provider's privacy documentation.

10. How long we retain information

We keep information only for as long as reasonably necessary for the purposes described in this policy and to meet legal, accounting, insurance and dispute-resolution requirements.

Our usual retention periods are:

- Enquiries that do not become bookings: normally up to 12 months after the last meaningful contact.
- Customer, booking and service records: normally up to six years after the final service or transaction.
- Invoices, payments and accounting records: normally six years or for any longer period required by law.
- Property photographs used for quotation or job planning: normally deleted within 12 months after the related job or enquiry has ended.
- Complaint or dispute evidence: retained until the matter is resolved and, where reasonably necessary, for the relevant legal or insurance period.
- Marketing records: until you unsubscribe or we determine that the information is no longer required.
- Cookie and analytics information: according to the relevant cookie or provider retention setting.

A shorter or longer period may apply where required by law, reasonably necessary for a legal claim, or requested through a valid data-protection right.

11. Information security

We take reasonable organisational and technical measures to protect personal information. These may include:

- Password protection and multi-factor authentication where available.
- Access controls limiting information to people who need it.

- Secure and reputable website, booking, payment and cloud services.
- Device security and software updates.
- Appropriate confidentiality expectations for cleaners and service providers.
- Secure deletion or anonymisation when information is no longer required.
- Reviewing access when a worker or provider no longer needs the information.

No internet or storage system can be guaranteed to be completely secure. If we become aware of a personal-data breach, we will assess it, take appropriate steps to limit harm and notify the Information Commissioner's Office or affected people where legally required.

12. Your data-protection rights

Depending on the circumstances, you may have the right to:

- Ask whether we hold personal information about you.
- Request a copy of your personal information.
- Ask us to correct incomplete or inaccurate information.
- Ask us to delete information in certain circumstances.
- Ask us to restrict how information is used in certain circumstances.
- Object to processing based on legitimate interests.
- Object to direct marketing at any time.
- Request transfer of certain information in a commonly used format.
- Withdraw consent where processing is based on consent.
- Raise a concern about how your information has been handled.

These rights are not absolute. We may need to retain or continue processing some information where we have a legal obligation or another lawful reason.

We may request information reasonably necessary to confirm your identity before responding. We will normally respond within the period required by applicable data-protection law.

13. Direct-marketing objections

You can ask us to stop using your information for direct marketing at any time by:

- Using the unsubscribe option in the message.
- Emailing homeglowcleaning123@gmail.com.
- Calling 07944 277347.

Service messages relating to an active enquiry, booking, payment or cleaning service are not marketing messages.

14. Privacy questions and complaints

If you have a question, request or complaint about personal information, contact:

HomeGlow Cleaning Services**Email:** homeglowcleaning123@gmail.com**Telephone:** 07944 277347

Please include enough information for us to identify the relevant records and understand your request. Do not send identity documents unless we ask for them.

We will acknowledge and handle data-protection complaints in accordance with applicable legal requirements.

You may also complain to the UK Information Commissioner's Office. Information is available at <https://ico.org.uk/make-a-complaint/>.

We would appreciate the opportunity to address your concern first, but this does not affect your right to contact the ICO.

15. Cookies and similar technologies

Our Netlify-hosted website and embedded or linked services may use cookies and similar technologies to:

- Operate essential website and security functions.
- Remember choices and settings.
- Support forms and booking functions.
- Measure website performance and usage.
- Support analytics or marketing where enabled.

Essential technologies may operate without optional consent where legally permitted. Non-essential analytics, advertising or similar technologies should only operate after the appropriate cookie choice has been made.

You can use our cookie banner or cookie settings to manage non-essential cookies. You may also adjust browser settings, although blocking essential cookies may affect website functions.

16. Third-party websites and services

Our website may link to third-party websites or services, including payment providers, mapping services, WhatsApp or social-media platforms.

Those organisations operate under their own privacy policies. We are not responsible for how an independent third party handles information when you use its service.

17. Children's information

Our cleaning services and website are intended for adults. We do not knowingly market services directly to children or intentionally collect personal information from children.

If you believe a child has provided personal information to us, please contact us so we can review and, where appropriate, delete it.

18. Information about another person

If you provide information about another person - for example, a tenant, landlord, household member, employee or property contact - you must ensure that you are authorised to provide it and that the person is given relevant privacy information where appropriate.

Please provide only information reasonably necessary for the cleaning service.

19. Changes to this policy

We may update this Privacy Policy when our services, providers, technology or legal obligations change.

The latest version will appear on this page with an updated date. If a change materially affects how we use existing personal information, we will take reasonable steps to bring it to the attention of affected people before the new use begins.

20. Contact us

For questions or requests concerning this Privacy Policy or your personal information, contact:

HomeGlow Cleaning Services

Data controller: HomeGlow Cleaning Services

Email: homeglowcleaning123@gmail.com

Telephone: 07944 277347

End of Privacy Policy