

Privacy Notice

Birkin Cleaning Services Ltd ("we", "us", "our") is committed to protecting and respecting your privacy.

This Privacy Notice explains how we collect, use, store and protect your personal data when you visit our website or contact us.

For the purpose of UK data protection law, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 the data controller is Birkin Cleaning Services Ltd of Magnet Road, Gray's, Essex RM20 4DB. Email: DataProtection@birkingroup.co.uk

Personal Data We Collect

We may collect and process the following data:

Information you provide to us

- Name and contact details
- Information submitted via forms or enquiries
- Correspondence if you contact us

Information collected automatically

- IP address
- Browser type and version
- Pages visited and time spent on our website
- Traffic data and location data

How We Use Your Personal Data

We use your personal data to:

- Respond to enquiries
- Provide requested information or services
- Improve our website and services
- Send service-related communications
- Send marketing communications (where permitted)
- Maintain website security and prevent fraud

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Lawful Bases for Processing

We process personal data under the following lawful bases:

- **Consent** – where you have given clear consent
- **Contract** – where processing is necessary for a contract with you
- **Legal obligation** – where we must comply with the law
- **Legitimate interests** – for our business interests, provided your rights do not override these

Marketing Communications

If you receive marketing from us, you can opt out at any time by:

- Clicking “unsubscribe” in emails
- Contacting us directly

We will not send unsolicited marketing where consent is required.

Cookies

Our website uses cookies to distinguish you from other users and improve your experience.

Cookies help us:

- **Understand website usage**
- **Improve performance**
- **Deliver relevant content**

Where used, these cookies are downloaded to your computer and stored on the computer's hard drive. Such information will not identify you personally. It is statistical data. This statistical data does not identify any personal details.

You can control cookies via your browser settings. You may see a cookie consent banner when visiting our site.

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How We Store and Protect Your Data

We take appropriate technical and organisational measures to safeguard personal data, including:

- Secure servers
- Access controls
- Data encryption where appropriate

While we use reasonable efforts to protect your data, no internet transmission is completely secure.

How Long We Keep Your Data

We only retain personal data for as long as necessary to fulfil the purposes it was collected for, including legal, accounting, or reporting requirements.

Retention periods are determined by:

- Legal obligations
- Business needs
- Nature of the data

Sharing Your Information

We do not sell personal data.

We may share data with:

- Service providers supporting our business
- Professional advisers
- Regulators or authorities where required by law
- Buyers or sellers in a business sale or transfer

All third parties must respect the security of your data.

International Transfers

We do not transfer personal data outside the UK. Should this change, we will ensure appropriate safeguards are in place in line with UK data protection law.

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Your Data Protection Rights

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. You have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request erasure of your data
- Restrict processing
- Object to processing
- Data portability
- Withdraw consent at any time

If you wish to exercise any of these rights or wish to contact us regarding any matter relating to this Privacy Notice, please contact DataProtection@birkingroup.co.uk

Complaints

If you are unhappy with how we handle your data, you have the right to complain to:

Information Commissioner's Office (ICO)

www.ico.org.uk

0303 123 1113

We encourage you to contact us first so we can resolve any concerns.

Third-Party Links

Our website may contain links to other websites. We are not responsible for their privacy practices. Please review their privacy notices.

Changes to This Notice

We may update this Privacy Notice from time to time. Updates will be posted on this page with a revised date. We suggest that you check back frequently to see any updates or changes.



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Contact Us

Questions, comments, and requests regarding this Privacy Notice are welcome and should be addressed to Birkin Cleaning Services Ltd of Magnet Road, Gray's, Essex RM20 4DB or DataProtection@birkingroup.co.uk.

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.

Changes to Our Privacy Notice

Contact Us

Signed:

A handwritten signature in black ink, appearing to be "G. Pyle", written over a horizontal line.

Gary Pyle, Interim Chief Executive Officer

Date: February 2026