

Privacy Policy

(Last updated: 21st May 2018)

Urgent Detergent is committed to protecting & respecting your privacy.

This policy sets out the basis on which any personal data we collect from you or that you provide to us and how it will be processed. Please read the below carefully to understand our practices regarding your personal data & how we will treat it. When using our services by phone, email or through our website you are agreeing to the practices described below.

Information we collect from you

We will collect & process the following data about you:

Name

Contact information including email address

Demographic information

Other information relevant to services you may be interested in

- Information you provide to us - This is information you provide while filling out our online booking form on our website or by corresponding with us by phone, email or other

Technical information the server holds a log that contains.

- IP Address
- What browser you used
- Your location based on the IP address

Uses made of the Information

The information you provide to us will be used to –

- Internal record keeping
- The information may be used to improve our website, products & services
- Produce quotations for you & your property
- We may periodically send you emails to notify you about necessary changes to our service.
- Currently we do not send promotional emails with special offers and things you might find interesting. If decide to offer this service in the future we would not send any emails without your consent.

Security Measures

We are committed to ensuring your information is secure and have technical & organisational security measures in place to prevent it against deliberate or accidental manipulation, destruction, loss or unauthorised access.

Cookies

Urgent Detergent do not use any tracking, marketing or advertising cookies. We store an essential Session Id to manage the user experience. This maintains a customer's login and allows us to access data between pages

The JQuery data tables library uses a necessary security cookie to maintain secure access to the library. See <https://support.cloudflare.com/hc/en-us/articles/200170156-What-does-the-Cloudflare-cfduid-cookie-do> for more information.

Controlling your Personal Information

- Currently we do not store or capture an opt in / out of marketing as we have never marketed.
- We will not sell, distribute or lease your information to third parties
- You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to: Urgent Detergent Ltd, 72 Great Titchfield Street, London, W1W 7QW
- Should you believe any information we are holding on you is incorrect or incomplete please let us know at the earliest convenience and we will promptly correct any information found to be incorrect

Changes to this Policy

We would kindly ask & encourage you to check our privacy policy whenever you visit our website for any changes or updates

If you don't understand any parts of the policy or you have any questions, please do not hesitate to contact us at office@urgentdetergent.com