



Privacy Policy

Neika Cleaning Services

Effective Date: March 2025

1. Introduction

Welcome to Neika Cleaning Services. Your privacy is important to us. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website [Insert Website URL]. Please read this policy carefully. If you do not agree with the terms of this Privacy Policy, please do not use our website.

2. Information We Collect

We may collect and process the following types of information:

- **Personal Information:** Name, email address, phone number, physical address, and payment information when you book our services.
- **Non-Personal Information:** Browser type, IP address, pages visited, time spent on our website, and other analytical data collected through cookies and similar technologies.

3. How We Use Your Information

We use the collected information for the following purposes:

- To provide and manage our cleaning services.
- To communicate with you regarding appointments, inquiries, and service updates.
- To process payments and transactions.
- To improve our website, services, and customer experience.
- To comply with legal obligations.

4. Sharing of Information

We do not sell, trade, or rent your personal information. However, we may share your information with:

- **Service Providers:** Third-party vendors who assist with payment processing, marketing, and website analytics.
- **Sub-contractors:** If all or part of the services are provided by one of our specialist sub-contractors
- **Legal Authorities:** If required by law or in response to legal requests.

5. Data Security

We implement reasonable security measures to protect your information from unauthorized access, alteration, disclosure, or destruction. However, no online transmission is 100% secure, and we cannot guarantee absolute security.

6. Cookies and Tracking Technologies

Our website may use cookies and similar tracking technologies to enhance user experience. You can adjust your browser settings to refuse cookies, but some features of the website may not function properly.



7. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices of those websites. Please review their policies before submitting any information.

8. Your Rights

You have rights in respect of our processing of your personal data, which are:

- To access your personal data and information about our processing of it. You also have the right to request a copy of your personal data (but we will need to remove information about other people)
- To rectify incorrect personal data that we are processing
- To request that we erase your personal data if:
 - We no longer need it
 - If we are processing your personal data by consent and you withdraw that consent;
 - If we no longer have a legitimate ground to process your personal data; or
 - We are processing your personal data unlawfully
- To object to our processing if it is by legitimate interest
- To restrict our processing if it was by legitimate interest
- To request that your personal data be transferred from us to another company if we were processing your data under a contract or with your consent and the processing is carried out by automated means

If you want to exercise any of these rights, please contact us using the details at the end of this notice.

You also have the right to lodge a complaint about our processing with the UK's Information Commissioner's Office – www.ico.org.uk.

9. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated effective date.

10. Contact Us

If you have any questions about this Privacy Policy, please contact us at: **Neika Ltd** at admin@neika.co.uk