

# Federation of Window Cleaners - Privacy Policy

The Federation of Window Cleaners fully respects your right to privacy when using our services. This document explains the details of our privacy practices and what we are doing to maintain your right to privacy in accordance with the General Data Protection Regulations.

We respect and value the privacy of all of our members/customers and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

## **Information we collect from you.**

We will only obtain as much information we need for the purpose of fulfilling the service we provide you.

We only process information that you provided and consent to it being processed for the purpose of delivering our services.

We will only store your personal information for as long as this is needed to complete the necessary processes of fulfilling our services.

We will only contact you for the purpose of providing you with information that is relevant to the services you requested. We may pass your information to third parties only if this is required for the purpose of providing the service.

We will never share your personal data with third parties for the purpose of marketing or promotion.

With your permission and, or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email with information, news, and offers on services. You will not be sent any unlawful marketing or spam. We will always aim to protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

## **How we use the information we collect**

Under the GDPR, we must have a lawful reason for using personal data. This may be that the data is necessary for our servicing of our affiliation with you directly, and via a third party that you have consented to our use of your personal data for genuine business interests.

Your personal data may be used for one of the following purposes:

- Managing your registrations, sales, requests and enquiries we receive whilst supplying our services to you.
- Permitting you to access online Services available; such

as products and services offered to members, or negotiated through a third party on your behalf.

- Processing of data to monitor the performance of our services in order to make improvements.
- Communicating with you. This may include responding to mails or calls from you.
- Supplying you with information by email (you may unsubscribe or opt-out at any time).

We may also use your IP address and cookies (but nothing that directly identifies you) to monitor the use of our website, to record traffic flows and to carry out research about our visitors' and customers' demographics, interests and behaviour.

We do this to understand our visitors, members and potential members/customers better. With your permission and, or where permitted our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

We will not share with or sell your personal information to any other organisation, with the exception of an agreed documented partnership arrangements for the sole purpose of direct membership

benefits. Such as: discounted insurance, offering window cleaning services and Yell.com Corporate advertising.

### **How we look after your information**

All the information we collect about you and your company is stored electronically on secure servers hosted and maintained by a UK/EU third parties but managed by us.

### **How long we will Keep your Personal Data**

The principles of the General Data Protection Regulation (GDPR) require us to make sure your data is accurate, kept up-to-date and that we keep it for no longer than is necessary.

### **How you can Access your Personal Data**

You can request a copy of the personal data held on you (where any such personal data is held). This is known as a "subject access request".

All subject access requests should be made in writing and sent to the FWC either by email or post.  
FAO: General Secretary:  
Email address: info@f-w-c.co.uk  
Telephone number: 0161 432 8754  
Postal Address:  
Summerfield House, Harrogate Road, Reddish, Stockport  
Cheshire SK5 6HQ