

Privacy Policy

Last updated: 19 May 2025

Bright Starz Cleaning Ltd ("we", "us", or "our") is committed to protecting and respecting your privacy in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This Privacy Policy explains how we handle any personal information we may collect from you, or that you provide to us, when you use our website.

1. Information We Collect

We do not actively collect or store personal data through our website.

The only personal information we may receive is what you choose to provide voluntarily, such as when:

- You send us an email
- You call us directly

This information may include your name, email address, and phone number, and it is used solely to respond to your inquiry.

2. How We Use Your Information

If you contact us, we may use your information:

- To respond to your questions or service requests
- To follow up on quotes or enquiries

We do not use your information for marketing purposes and we do not share your information with any third parties, unless required by law.

3. Cookies

Our website may use cookies to enhance user experience. Cookies are small text files stored on your device to help websites function efficiently and provide information to the website owner.

We may use:

- Essential cookies: Required for basic site functionality.
- Performance cookies: To understand how visitors interact with the site (e.g., via anonymised analytics).

You can choose to disable cookies through your browser settings, but this may affect the functionality of some parts of the website.

4. Data Retention

We do not store personal data on our website. Any information you provide via phone or email is handled securely and kept only for as long as necessary to address your inquiry or meet legal requirements.

5. Your Rights

Under the UK GDPR, you have the right to:

- Access the personal data we may hold about you
- Request correction or deletion of your data
- Object to or restrict processing of your data
- Lodge a complaint with the Information Commissioner's Office (ICO)

To exercise your rights, please contact us using the details below.

6. Contact Us

If you have any questions about this Privacy Policy or how we handle your personal information, please contact:

Bright Starz Cleaning Ltd

Email: matti@bsctelford.co.uk

Phone: 07701 372842