



Privacy Policy

We take privacy very seriously. We are fully committed to protect and respectfully treat the privacy of this website's users.

Below you can look at our Privacy Policy. It explains how we handle personal data collected from or provided by you. Please read it carefully to understand our practices regarding personal information.

When you provide us with any information by using our services, you accept and consent to our methods of processing your information according to this Privacy Policy, our Cookies Policy, our website's Terms of Use, and the Services Terms and Conditions.

Privacy Policy (GDPR Compliant)

At the Way Forward Ltd, we understand that we have a responsibility to protect and respect your privacy and look after your personal data.

This Privacy Notice explains what personal data we collect, how we use your personal data, reasons we may need to disclose your personal data to others and how we store your personal data securely.

1. Who are we?

The Way Forward Ltd is a B2B & Residential cleaning service provider based at Unit 1 Ivebury Court, 325 Latimer Road, London, W10 6RA.

2. How the law protects you

Data protection laws state that we are only able to process personal data if we have valid reasons to do so. The basis for processing your personal data includes, but is not limited to, your consent, performance of a contract, to enable invoicing, and to contact you for customer service purposes.

3. How do we collect personal data from you?

We receive information about you from you when you use our website, complete forms on our website and if you contact us by phone or email in respect of any of our services.

4. What type of data do we collect from you?

The personal data that we may collect from you includes your name, address or business address, email address, phone numbers and payment information.

At the Way Forward Ltd, we understand that we have a responsibility to protect and respect your privacy and look after your personal data.

This Privacy Notice explains what personal data we collect, how we use your personal data, reasons we may need to disclose your personal data to others and how we store your personal data securely.

We must advise that this policy may be subject to change, so you are advised to check our website on a regular basis for any further changes.

GDPR

5. Who are we?



The Way Forward Ltd is a B2B & Property maintenance service provider based at Unit 1 Ivebury Court, 325 Latimer Road, London, W10 6RA.

6. How the law protects you

Data protection laws (GDPR) state that we are only able to process personal data if we have valid reasons to do so. The basis for processing your personal data includes, but is not limited to, your consent, performance of a contract, to enable billing and to contact you for customer service purposes.

7. How do we collect personal data from you?

We receive information about you from you when you use our website, complete forms on our website and if you contact us by phone, email or otherwise in respect of any of our services.

Your personal data may be automatically collected when you use our website, including but not limited to, your IP address, device-specific information, server logs, device event information and location information.

8. What type of data do we collect from you?

The personal data that we may collect from you includes your name, address or business address, email address, phone numbers and payment information. We may also retain records of your enquiries and correspondence, in the event you contact us.

9. How do we use your data?

We use information about you in the following ways:

9.1 To process orders that you have submitted to us.

9.2 To provide you with quotations and services.

9.3 To comply with our contractual obligations we have with you.

9.4 To help us identify you and any accounts you hold with us.

9.5 To enable us to review, develop and improve our website and services

9.6 To provide customer care, including responding to your requests if you contact us.

9.7 To administer accounts, process payments and keep track of billing and payments.

9.8 To carry out marketing and statistical analysis.

9.9 To notify you about changes to our website and services.

9.10 To provide you with information about services that you request from us, or which we feel may interest you, where you have consented to be contacted for such purposes.

9.11 To inform you of any new service or price changes.

10. Retention periods

We will keep your personal data for the duration of the period you are a customer of The Way forward Ltd. We shall retain your data only for as long as necessary in accordance with applicable laws.

On the closure of your account, we may keep your data for up to 7 years after you have cancelled your membership, subscription, or services with us. We may not be able to delete your data before this time



due to our legal and/or accountancy obligations. We assure you that your personal data shall only be used for these purposes stated herein.

11. Who has access to your personal data?

We process your data for administration, billing, support, and the provision of services. Management and staff employed by The Way Forward Ltd may have access to your data for the process of conducting business related activities only.

12. Third Parties

For the avoidance of doubt, we do not sell, rent, or share your personal data to third parties for marketing, advertising, or any other purposes.

We may pass your personal data to third parties for the provision of services on our behalf (for example processing of payments). However, we will only ever share information about you that is necessary to provide the service and we have specific contracts in place, which ensure your personal data is secure and will not be used for any marketing purposes.

We may share your information if we are acquired by a third party and therefore your data will be deemed an asset of the business. In these circumstances, we may disclose your personal data to the prospective buyer of our business, subject to both parties entering appropriate confidentiality undertakings. Similarly, we may share your personal data if we are under a duty to disclose data in order to comply with any legal obligation or to protect the rights, property, or safety of The Way Forward Ltd, our customers, or others.

13. Your rights

Under data protection legislation, you have several rights regarding the use of your personal data, as follows:

13.1 The Right of Confirmation and Access

You have the right to obtain confirmation from the data controller appointed by The Way Forward Ltd as to whether personal data concerning you is being processed. You also have the right to obtain from us information about your personal data stored at any time, and a copy of this information. You have the right to obtain information as to whether personal data is transferred to a third country or to an international organisation. Where this is the case, you also have the right to be informed of the appropriate safeguards relating to the transfer.

13.2 Right to Rectification and Erasure (Right to be Forgotten)

You have the right to ask us to rectify inaccurate data or to complete any incomplete personal data that we may hold.

You have the right to ask us to erase your personal data without delay where one of the statutory grounds applies, so long as the processing is not necessary. If you request us to erase your personal data, then this means that our business relationship will end as we cannot provide our service without processing your data.

13.3 Right of Restriction of Processing/Right to Object

You have the right to restrict the processing of your personal data under certain circumstances, including if you have contested its accuracy and while this is being verified by us, or if you have objected



to its processing and while we are considering whether we have legitimate grounds to continue to do so. You have the right to object, on grounds relating to your situation, at any time, to the processing of personal data concerning you.

13.4 Right of Data Portability

You also have the right for certain data you have given us to be provided to you in a structured and commonly used electronic format (for example, a MS document), so that you can move, copy or transfer this data easily to another data controller. You may also request that we transmit this data directly to another organisation where it is practical for us to do so.

13.5 Automated individual decision-making, including profiling

You have the right not to be subjected to a decision based solely on automated processing, including profiling. We do not process any personal data in this way.

13.6 How to exercise your Rights

If you wish to contact us in respect of any of your Rights as described above, please send an email to: info@twfservices.co.uk. We will respond to your request free of charge and usually 30 days.

13.7 How to complain about the use of your data

If you wish to complain about how we have handled your personal data, including any of the rights outlined above, you can contact us by email or in writing to: The Way Forward Ltd, Unit 1 Ivebury Court, 325 Latimer Road, London, W10 6RA.

In preventing the use or processing of your personal data, it may delay or prevent us from fulfilling any contractual obligations to you. It may also mean that we shall be unable to provide our services or process the cancellation of your service.

You have the right to object to our use of your personal data, or ask us to delete, remove or stop using it if there is no need for us to keep it. This is known as your right to be forgotten. There are legal and accountancy reasons why we will need to keep your data, but please inform us if you think we are retaining or using your personal data incorrectly.

You have the right to ask us not to process your personal data for marketing purposes. If you choose not to receive marketing communications from us about our services, you will have the option to remove your details from our marketing list (opt-out).

We will not contact you for marketing purposes unless you have given us your prior consent. You can change your marketing preferences at any time by contacting us. You also have the right to request details about what information we hold on you and your company in respect of our business activities.

To request access to information we hold about you. Please email your requests to: so that we can obtain this information for you.

14. Accessing and updating your data

You must maintain the accuracy of your information and ensure all your details, including but not limited to, name, address, title, phone number, e-mail address and payment details are kept up to date at all times. All changes should be notified to us directly.

15. Where we store your personal data



All information you provide to us is stored on our secured computer systems, which are protected by firewalls and anti-virus software programs. From time to time, your information may be transferred to and stored on other storage media and kept securely at our business premises. By providing your data to us, you agree to this transfer and storage. However, we will ensure that reasonable steps are taken to protect your data in accordance with this privacy notice.

Note: As the transmission of information via the internet and email is not completely secure, we cannot guarantee the security of your data during transmission, therefore any such transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to prevent unauthorised access.

Any sensitive data (payment details for example) are protected.

17. Liability

We agree to take all reasonable measures to protect your data in accordance with applicable laws and in accordance with our General Terms and Conditions.

18. Data Breaches

In the event of a data breach, we shall ensure that our obligations under applicable data protection laws are complied with where necessary. This may include, and is not limited to, notifying the Relevant Supervisory Authority.

19. Contact us

Please e-mail any questions or comments you have about privacy issues to us at: info@twfservices.co.uk.

20. Your right to make a complaint

You have the right to make a complaint about how we process your personal data to the Information Commissioner:

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, Tel: 0303 123 1113

This notice was last updated on 24/05/2018. Should any information provided within this policy be subject to change then this page will be updated to reflect any changes in the law or our privacy practices. However, we will not use your personal data in any new ways without your prior consent.

All requests for information relating to your personal data and how we use and process this data will be provided free of charge.

21. Cookies

The law on cookies demands that you, as a website user, are given the opportunity to understand how cookies are used on our websites and consent to cookies being stored on your computer or other internet accessible device.

21.1 What are cookies?

A cookie is a small text file, typically of letters and numbers, downloaded to your computer when you access websites. Typically, they contain the following information: a site name and unique user ID, the



duration of the cookie's abilities and effects, and a random number. As a rule, cookies cannot be used to reveal your identity or personally identifying information.

When you visit a website that uses cookies for the first time, a cookie is downloaded onto your computer. The next time you visit that website, your computer checks to see if it has a cookie that is relevant and sends the information contained in that cookie back to the website. The website then notes that you have been there before, and in some cases, tailors what is displayed on the screen to take account of that fact. They also might record how long you spend on each page on a website, what links you click, even your preferences for page layouts and colour schemes.

Generally, the role of cookies is beneficial, making your interaction with frequently visited websites smoother with no extra effort on your part. Without cookies, online shopping would be much harder. Without cookies, some websites will become less interactive with the cookie option turned off.

21.2 Most common cookies

21.2.1 Session cookies

These cookies expire when you close your web browser (Internet Explorer, Firefox, Safari, Google Chrome). These cookies are used for various reasons, for example, remembering what you have put in your shopping basket as you browse a website. They can also be used for security to access your Internet banking or email.

21.2.2 Persistent cookies

These cookies are still stored on your computer after you have closed your web browser which allows your preferences on websites to be remembered. These cookies are used for a variety of purposes, for example, remembering your preferences on a website (your language choice or your username on a particular website).

21.2.3 First and Third Party cookies

This refers to the website placing the cookie. First party cookies are cookies set by the website you are visiting. Third party cookies are set by another website; the website you are visiting may have advertising on the page and this other website will be able to set a cookie on your computer. Third party cookies on the main web browsers allow third party cookies by default. Changing the settings on your browsers can prevent this.

21.2.4 Exceptions

There are some exceptions to the above where it is essential for a website to store information on your computer, for example, to provide a service to you that you have requested.

21.2.5 Our use of cookies

We use cookies to improve your experience on our websites and for functionality purposes, for example, to remember page you have just visited. These are known as session cookies.

21.2.6 Further information can be found at:

http://www.ico.org.uk/for_organisations/privacy_and_electronic_communications/the_guide/cookies.aspx

<http://www.allaboutcookies.org/>

22 How We Protect Your Information



22.1 All information you submit to us is stored on our secure servers in the United Kingdom. All personal Data is stored securely in accordance with the principles of the Data Protection Act 1998. To protect your data, we have put in place suitable physical, electronic, and managerial procedures to safeguard and secure data collected via this website.

22.2 The information that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area (EEA). It is possible that it may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff may process your booking, your payment details, and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We employ security measures to ensure that your personal information is kept secure and in accordance with this privacy policy.

22.3 You are responsible for keeping the password (either allocated by us or chosen by you) you use for accessing our website confidential.

22.4 All electronic financial transactions entered through our website and apps are protected by Secured Sockets Layer technology. They are processed by our selected third-party payment processing services, PayPal, and Stripe. We do not store any of your credit or debit card details in connection with your payment.

22.5 We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access. However, you acknowledge that the transmission of information over the internet is inherently insecure, and we cannot guarantee the security of data sent over the Internet.

23. Disclosing Your Information

23.1 We may choose to disclose your personal information to any member of our company, such as our subsidiaries, our ultimate holding company, and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006. 4.2 We may disclose your personal information to third parties:

23.2.1 In the event that we sell or buy any business or assets, in which case we may disclose your personal information to the prospective seller or buyer of such business or assets.

23.2.2 If this company or substantially all its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.

23.2.3 If we are under an obligation to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Website Terms of Use , or the Services Terms and Conditions and other agreements; or to protect the rights, property or safety of our company, our customers, or others. This includes exchange of information with other companies and organisations for the purposes of fraud protection and reduction of credit risk.

23.2.4 If you do not make payments that you owe in relation to any services provided to you by the service provider, in which case we may disclose your personal data to credit reference agencies and to fraud prevention agencies for the purposes of fraud prevention. We may also disclose your personal data to debt collection agencies which may use your information to trace your whereabouts and recover the debts that you owe. The information which we provide to such agencies may in turn be provided by those agencies to other organisations which may use your personal data to perform similar checks. Information recorded by fraud prevention agencies may be accessed by organisations in other jurisdictions.



24. Your Rights Regarding Your Information

24.1 You have the complete right to ask us not to process your personal data for marketing and other commercial purposes. We will inform you (before collecting your data) if we intend to use your data for such purposes. You can also exercise the right at any time by contacting us using the contact details mentioned in paragraph 8 below.

24.2 The Act gives you the right to access information that we hold for you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we keep about you.

25. Linking to Third Party Websites

Sometimes our websites may contain links to and from the websites of our partner networks and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please make sure to check these policies before you submit any personal information to these websites.

26. Privacy Policy

26.1 By submitting your information to us, you fully agree to the use of that information as established in this Privacy Policy. If we update our Privacy Policy, we will post the changed policy on this page and may give notices elsewhere within the website and the apps for a reasonable period of time, so that you may be informed of the changes.

26.2 In the event of any updates, we will also change the “Last updated” date at the top of this Privacy Policy. You should check our Privacy Policy Page occasionally to make sure that you are content with the changes we make. Your continued use of our services following any updates to this Privacy Policy will mean you accept the changes made.

27. Contacts