Perfect & Shine Limited – Privacy Policy
Last updated: December 2025

1. Who We Are
Perfect & Shine Limited
Email: info@perfectandshine.com
Phone: 07717161197
Website: www.perfectandshine.com

We provide commercial and residential cleaning services across Plymouth, Exeter, Devon, Cornwall and surrou

2. What Information We Collect
We may collect the following personal data when you complete a form, request information or contact us:
- Full name
- Email address
- Phone number
- Company name (if applicable)
- Service requirements and cleaning details
- Address or location for service
- Any additional information you voluntarily provide

3. How We Use Your Information
Your information is used for:
- Responding to your enquiry
- Providing quotes and proposals
- Delivering cleaning services
- Customer service and communication
- Sending appointment confirmations or follow-up messages
- Improving our services
- Internal business records

We do not sell or share your information with third-party marketers.

4. Legal Basis for Processing
We process your data based on:
- Legitimate interest – to respond to your request or provide a service
- Contract – when you book services with us
- Consent – when you opt in to marketing or lead forms

You can withdraw your consent at any time by contacting us.

5. How We Store and Protect Your Data
We store your information securely using encrypted systems.
We take appropriate technical and organisational measures to prevent:
- Unauthorised access
- Loss or misuse of data
- Unlawful processing

Your data is only accessed by authorised staff.

6. Sharing Your Information
We may share your data only with:
- Our staff or subcontractors for the purpose of delivering services
- Professional service providers (accountants, IT support) who must keep data confidential
- Legal authorities if required by law

We never sell data to third parties.

7. How Long We Keep Your Data
We keep your personal data only for as long