

Privacy Policy

Magic Touch Cleaning Solutions Ltd

1. Who we are

1.1 This policy explains how Magic Touch Cleaning Solutions Ltd collects, uses, stores and shares personal data, and the rights individuals have over that data.

1.2 Magic Touch Cleaning Solutions Ltd is a private limited company registered in England and Wales under company number 15693373. Its registered office is Tudor Lodge, Tudor Close, London, England, NW9 8SU. The company operates from Liverpool. The registered office remains the official address for legal correspondence.

1.3 For the purposes of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, each as amended by the Data (Use and Access) Act 2025, Magic Touch Cleaning Solutions Ltd is the data controller of the personal data described in this policy. This means the company decides why and how that personal data is processed.

1.4 Questions about this policy, and any request or complaint concerning personal data, should be sent to:

- Email: info@mtcsLtd.co.uk
- Telephone: +44 7554 651625
- Post: Magic Touch Cleaning Solutions Ltd, Tudor Lodge, Tudor Close, London, England, NW9 8SU

2. Scope of this policy

2.1 This policy covers personal data processed in the course of the company's business, including cleaning contracts, quotations, invoicing, staffing and enquiries made through the website mtcsLtd.co.uk, by email or by telephone.

2.2 It does not cover websites operated by other organisations that may be linked from our website. Those sites have their own privacy policies.

3. Personal data we collect

3.1 We collect and process the following categories of personal data:

a. **Client and prospective client details:** names, job titles, business names, addresses, email addresses and telephone numbers.

b. **Quotation, contract and invoicing records:** details of services requested, prices quoted, contracts agreed, invoices issued and payments received. We do not store card numbers. Payments are made by bank transfer or through payment providers who handle card details under their own security arrangements.

c. **Site access information:** keys held, key safe codes, alarm codes, entry procedures and access instructions supplied by clients so that our operatives can attend and secure their premises.

d. **Photographic records of work:** photographs of work areas taken before and after cleaning, used to evidence the standard of work. These are taken only with the client's consent. Operatives are instructed to avoid capturing people in these photographs. Where a client operates CCTV at their own premises, the client, not Magic Touch Cleaning Solutions Ltd, is the controller of that footage.

e. **Staff and subcontractor details:** names, contact details, right to work documentation, bank details for payment, training records and records of site assignments.

f. **Website and enquiry data:** the content of enquiries submitted through the website, by email or by telephone, together with the contact details provided with them.

3.2 We do not knowingly collect personal data from children, and our services are directed at businesses and adult householders.

4. How we collect personal data

4.1 Personal data is given to us directly: when a client or prospective client requests a quotation, agrees a contract, supplies site access details or contacts us with an enquiry; and when staff or subcontractors are engaged by the company.

4.2 We do not buy personal data from third parties and we do not collect personal data covertly.

5. Purposes and lawful bases

5.1 We process personal data only where the UK GDPR gives us a lawful basis to do so. The table below sets out the purposes and the lawful basis relied on for each.

Personal data	Purpose	Lawful basis (UK GDPR Article 6)
Client contact details, quotations	Responding to enquiries, preparing quotations, taking steps prior to entering a contract	Article 6(1)(b), steps at the request of the data subject prior to a contract
Contract and scheduling records, site access information	Performing the cleaning contract, attending and securing premises	Article 6(1)(b), performance of a contract
Invoices, payment and accounting records	Billing, accounting, tax and statutory record keeping	Article 6(1)(c), legal obligation
Photographic records of work	Evidencing the standard of work delivered	Article 6(1)(a), consent of the client
Staff and subcontractor records	Engagement, payment, statutory right to work checks, payroll and tax reporting, assignment of work	Article 6(1)(b) and Article 6(1)(c)
Enquiry records	Responding to and keeping a record of enquiries	Article 6(1)(f), legitimate interests in running and developing the business
Client contact details used for marketing	Telling existing clients about similar services	Article 6(1)(f), legitimate interests, subject to section 6 below

5.2 Some client contacts act on behalf of a company rather than in their own right. Where that is the case, we rely on Article 6(1)(f), legitimate interests, in place of Article 6(1)(b), because the contract is with the company and not with the individual.

5.3 Where we rely on legitimate interests, we have considered the balance between those interests and the rights of the individuals concerned, and we do not process personal data where that balance falls against the individual.

5.4 We do not carry out automated decision making, including profiling, that produces legal effects for individuals or similarly significantly affects them.

6. Direct marketing

6.1 Marketing by email or text message is governed by the Privacy and Electronic Communications (EC Directive) Regulations 2003, as amended, alongside the UK GDPR.

6.2 We send electronic marketing only where the recipient has consented, or where regulation 22 of those Regulations permits it because the recipient is an existing client whose details were obtained in the course of a sale or negotiations for a sale, the marketing concerns our similar services, and the recipient was given a clear opportunity to refuse marketing when their details were collected.

6.3 Every marketing message we send includes a simple way to opt out. An opt out is actioned promptly and without charge. Opting out of marketing does not affect service messages needed to perform a contract, such as scheduling confirmations or invoices.

7. Who we share personal data with

7.1 We do not sell personal data. We do not share personal data with third parties for their own marketing.

7.2 We share personal data only as follows:

a. **Our operatives and subcontractors**: the client contact details and site access information needed to carry out the work assigned to them, and nothing more.

b. **Service providers acting as processors**: providers of accounting and invoicing software, email and document hosting, and scheduling tools. These providers act on our instructions under contracts that meet the requirements of Article 28 of the UK GDPR.

c. **Professional advisers**: accountants, insurers and legal advisers, where needed for the running of the business.

d. **Authorities**: HM Revenue and Customs, regulators, courts or law enforcement, where the law requires or permits disclosure.

7.3 If the business, or part of it, is sold or transferred, personal data relevant to the transferred part may be disclosed to the purchaser under confidentiality obligations, and the purchaser may use it only for the purposes for which it was originally collected.

8. International transfers

8.1 Personal data is stored and processed in the United Kingdom wherever possible.

8.2 Where a service provider stores data outside the United Kingdom, we permit this only where the transfer is lawful under Articles 44 to 49 of the UK GDPR: that is, where the destination is covered by United Kingdom adequacy regulations, or where safeguards recognised under the UK GDPR, such as an international data transfer agreement in the form issued by the Information Commissioner, are in place.

9. How we keep personal data secure

9.1 We apply technical and organisational measures appropriate to the risk. These include password protected and access controlled systems, encryption of devices used to hold client data, and restriction of site access information to the operatives assigned to the relevant contract.

9.2 Site access information is treated as confidential at all times. Keys and codes are logged, held securely and returned or destroyed at the end of a contract.

9.3 Staff receive data protection instruction as part of their induction, before their first assignment, and are bound by confidentiality obligations in their terms of engagement.

9.4 If we become aware of a personal data breach that is likely to result in a risk to individuals, we will notify the Information Commissioner's Office within the timescale set by the UK GDPR and, where the risk is high, the individuals affected. Suspected misuse or loss of personal data should be reported to us at once at info@mtcsltd.co.uk.

10. How long we keep personal data

10.1 We keep personal data only as long as needed for the purposes set out in this policy, or as long as the law requires. Our standard retention periods are:

Record type	Retention period
Enquiries and quotations that do not lead to a contract	12 months from last contact
Client contracts, invoices and accounting records	6 years after the end of the financial year to which they relate
Site access information	Duration of the contract, then securely destroyed within 30 days
Photographic records of work	24 months from the date taken, or earlier if consent is withdrawn
Staff and subcontractor records	Duration of the engagement, then 6 years

10.2 When a retention period ends, records are securely deleted or destroyed. Data may persist for a limited further period on secure backup media before those backups are overwritten in the normal cycle.

11. Your rights

11.1 Under the UK GDPR and the Data Protection Act 2018 you have the following rights over your personal data:

- Access:** to ask for a copy of the personal data we hold about you.
- Rectification:** to have inaccurate or incomplete data corrected.
- Erasure:** to ask us to delete your data where there is no continuing lawful reason to keep it.
- Restriction:** to ask us to limit how we use your data in certain circumstances.
- Portability:** to receive data you provided to us in a structured, commonly used, machine readable format where processing is based on consent or contract and carried out by automated means.
- Objection:** to object to processing based on legitimate interests, and to object at any time to direct marketing, in which case we will stop.
- Withdrawal of consent:** where processing is based on consent, to withdraw that consent at any time without affecting the lawfulness of processing carried out before withdrawal.

11.2 To exercise any of these rights, contact us at info@mtcsLtd.co.uk or by post to the registered office. We do not charge for dealing with a request unless the law permits a charge for a request that is manifestly unfounded or excessive. We will respond within one month of receipt, or within any extended period the law allows for complex or numerous requests, in which case we will tell you within the first month and explain why.

11.3 We may need to verify your identity before acting on a request. If we refuse a request, we will tell you why and inform you of your right to complain.

12. Complaints

12.1 If you are unhappy with how we have handled your personal data, please complain to us first at info@mtcsLtd.co.uk. We will acknowledge your complaint within 30 days of receipt, investigate it without undue delay and tell you the outcome.

12.2 You also have the right to complain to the Information Commissioner's Office (ICO), the United Kingdom supervisory authority for data protection:

- Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
- Telephone: 0303 123 1113
- Website: ico.org.uk

13. Cookies and our website

13.1 Our website, mtcsltd.co.uk, sets only strictly necessary cookies without consent. These are cookies required for the site to function. Any cookie that is not strictly necessary, such as an analytics or advertising cookie, is set only if the visitor consents through the site's cookie notice, in line with the Privacy and Electronic Communications (EC Directive) Regulations 2003.

13.2 Visitors can delete or block cookies through their browser settings. Blocking strictly necessary cookies may stop parts of the site working.

14. Changes to this policy

14.1 We review this policy at least annually and whenever the law or our processing changes. The current version is published on our website and is available on request. Material changes will be brought to the attention of clients and staff.

14.2 This policy is governed by the law of England and Wales.

15. Document Control

Item	Detail
Document title	Privacy Policy
Issue number	1
Issue date	27 June 2026
Review date	27 June 2027
Approved by	Abdulfattah Mahmoud Alkidra, Director

Signed: 

Abdulfattah Mahmoud Alkidra, Director

For and on behalf of Magic Touch Cleaning Solutions Ltd

Date: 23/08/2026