



# Privacy Policy

**Effective Date:** 26/09/2025

**Business Name:** Tuff on Grime (“we”, “our”, “us”)

We respect your privacy and are committed to protecting your personal data. This policy explains how we collect, use, and safeguard your information when you use our website or services.

## 1. Information We Collect

We may collect:

- **Personal details** (name, email, phone number, address) when you make an enquiry or booking.
- **Payment information** (handled securely via third-party payment processors – we do not store card details).
- **Website usage data** (via cookies and analytics tools).

## 2. How We Use Your Information

We use your data to:

- Provide cleaning services you request.
- Manage bookings, subcontractors, and payments.
- Respond to enquiries and provide customer support.
- Improve our website and services.
- Comply with legal and regulatory obligations.

## 3. Sharing Your Information

We may share data with:

- Trusted subcontractors to deliver services.
- Payment providers to process transactions.
- Legal or regulatory bodies if required by law.

We never sell your personal data.

#### **4. Data Retention**

We keep personal data only as long as necessary for service delivery, legal, or accounting purposes.

#### **5. Your Rights**

Under UK GDPR, you have the right to:

- Access, correct, or delete your personal data.
- Restrict or object to processing.
- Request data portability.

To exercise these rights, contact us at: [info@tuffongrime.co.uk](mailto:info@tuffongrime.co.uk).

#### **6. Cookies**

Our website uses cookies to improve user experience. You can disable cookies in your browser settings.

#### **7. Contact Us**

If you have any questions, please email us at [info@tuffongrime.co.uk](mailto:info@tuffongrime.co.uk)