Dear Customer

As you are probably aware the General Data Protection Regulations come into force this month which regulates how companies and organisations collect, store and process your data.

We are taking this opportunity to inform you of our Privacy Policy and to ensure that the details we hold for you are correct. Our Privacy Policy will also appear on our website [www.sealclean.co.uk](http://www.sealclean.co.uk) from now on.

We reserve the right to update our policy from time to time with updates published on our website. Whilst we will not make substantial changes to the way we deal with your data we encourage you to review the policy periodically for the most up to date information.

If you have any queries about the data we hold and how we store or use it then please feel free to contact me.

Yours faithfully

Peter Johnston

Managing Partner

**Our Privacy Policy:**

Information we collect:

The personal details that we collect from our customers consists of:

name, address, telephone number, email address, preferred method of communication, preferred method of packing, delivery day, account number, round number as well as laundry sent and payments made.

The lawful basis on which we hold this personal data is that this data is necessary to provide our service to you (contract).

How long do we keep that information:

We keep details of all current customers. If you have not used our services for more than 12 months we will write to you and ask you if you still wish us to retain your details. Any customer can contact us and ask for their details to be removed from our database and, provided your balance is not in credit/debit, we are very happy to do so.

How we store and use that information:

Your personal details are held securely on our specialist database and we use that information to enable us to perform our service to you and to collect and record payments made to your account.

Email communications:

We will only send you emails that specifically relate to the current service we provide to you or to relay essential information. We will not use your email address for any other purpose without your specific and active consent and we will never pass it on to any third party or allow them to use it to contact you.

Sharing your information:

We will not pass, and never have passed on, customer details to any other organisation or third party.

Accessing your information:

If you wish to access any information we hold about you please contact us and ask. Our various contact methods are detailed on the website.

 **Quality Laundry & Dry Cleaning**

Unit 6, Sovereign Way, Tonbridge, Kent TN9 1RS

Tel No: 01732 370990

Dear Customer

To ensure our records are accurate and up to date it would be much appreciated if you could take a little time to complete the information below.

Title: First name:

Last name:

Address:

 Postcode:

Telephone number:

E-mail address:\*

What is your preferred method of communication: □Telephone

□Email

□Letter

**Please turn over and complete the other side**

Would you prefer your work to be packed in a: □Box

□Parcel

Do you require our service: □Weekly

□Fortnightly

□Monthly

□I will telephone you when I require a collection

**\*We will not use your email address to notify you of our occasional seasonal offers unless you specifically and actively request us to do so. Such emails will be restricted to the specific seasonal offer you have opted to hear about. You may withdraw your consent to receive notification of any seasonal offers at any time.**

I would like to be notified by email of your seasonal duvet offer (expected to be autumn 2018 this year) and I have stated my email address overleaf.

**Please tick this box only if applicable**

**Please return this note with your next collection.**

**Thank you for your time.**