

We Do Doo – Customer Privacy Notice

1. Purpose of this Notice

This Privacy Notice explains how We Do Doo Ltd (“we”, “us”, or “our”) collects, uses, stores, and protects your personal data, in compliance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other applicable UK data protection laws.

It applies to customers, prospective customers, service users, and anyone who interacts with us in the course of our business.

2. Contact Details

- Company: We Do Doo Ltd
- Company Number: SC846650
- ICO Registration Number: **ZB123456**
- Registered Office: Westside Auchluchries, Ellon AB41 8HQ

Data Protection Contact:

 07922 545157 (call, text, or WhatsApp)

 info@wedodoo.co.uk

 <https://www.wedodoo.co.uk>

3. What Personal Data We Collect

We may collect the following information:

- Identity Data – full name, title
- Contact Data – address, email, telephone numbers
- Communication Data – interactions by email, phone, WhatsApp, or Messenger
- Service Data – information relevant to cleaning services and account records

We do not knowingly collect special category data or children’s data.

4. Why We Use Your Data

We process your data only when lawful to do so, including:

- **Consent** – e.g. for marketing communications
- **Contract** – to deliver our services and manage your account
- **Legal Obligation** – e.g. tax, financial, or consumer law compliance
- **Legitimate Interests** – e.g. improving services, customer management

We do not use automated decision-making or profiling.

5. How We Collect Your Data

- Directly from you: phone, email, text, WhatsApp, Messenger, website
- When you request services or make a booking

- When you contact us for support or enquiries

6. Sharing Your Data

We never sell your data. We may share it only with:

- Trusted service providers (e.g. IT support, payment processors) under GDPR-compliant agreements
- Regulators or enforcement agencies where required by law
- As part of a lawful business transfer or restructure

7. Transfers Outside the UK

We do not routinely transfer data outside the UK. If required, we will ensure safeguards (e.g. UK IDTAs, adequacy decisions, SCCs).

8. Retention of Data

We retain data only as long as necessary:

- Customer data is kept for **3 years** after last interaction, unless required longer by law (e.g. tax records).
- After this period, data is securely deleted or anonymised.

9. Security of Data

We use appropriate measures to protect your data, including:

- Secure storage and encryption (where applicable)
- Access controls and staff confidentiality obligations
- Regular reviews of access and security

10. Your Rights

You have rights under UK GDPR, including:

- Access, Rectification, Erasure, Restriction
- Objection to processing (including marketing)
- Data Portability
- Withdraw Consent at any time

To exercise your rights, contact us using the details above. We will respond within one month.

11. Complaints

If you are concerned about how we handle your data, please contact us first. You can also complain to the ICO:

Information Commissioner's Office (ICO)

Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

 0303 123 1113

 www.ico.org.uk/make-a-complaint

12. Updates to This Notice

We review this Privacy Notice regularly and may update it on our website.

Last Updated: 2 September 2025