



DOMESTIC ANGELS FRANCHISING LTD PRIVACY POLICY FOR FRANCHISEES

CHANGES TO OUR PRIVACY POLICY

Ahead of new UK data protection laws coming into force on 25th May 2018, we have made important changes to our Privacy Policy. These will not only ensure our policy is compliant but that everything we do with information is as clear and transparent as possible. For reassurance, these changes do not imply that your data has ever been at risk or misused. To the contrary, we have always kept data secure and in line with all relevant legislation. All the details are available below and if you have any further questions, please don't hesitate to contact us.

Lisa Cooper
Data Controller
hello@domestic-angels.com
01202 267350/07922576985

What data do we hold?

- Personal details such as date of birth, disability, dietary needs for events
- Contact details – address, phone number(s), email address
- Engagement details – bank account details
- Your preferences - to help us engage with you in the ways most relevant to you e.g. communication preferences
- Career details and other achievements

We use a wide variety of sources either directly or via internet search engines, some on a subscription basis, to augment update and validate the data we hold. These include:

- Social media e.g. LinkedIn, Twitter, Facebook
- Reliable news and press reports
- Companies House and other business-related resources including company websites

We will retain your data indefinitely unless you request otherwise via our Data Protection Officer.

How do we use your data?

We primarily use your data for communication purposes e.g. in-house newsletters or company e-newsletters. These may be sent to you by post, telephone, email, text or other electronic means such as social media and depending on other communication preferences you have shared with us.

We are required to conduct due diligence checks which include reviewing publicly available data such as DBS.

Do we share your data?

Data may be shared with suppliers for the promotion of benefits and services offered by Domestic Angels Group of Companies.

Domestic Angels Ltd will NOT sell your data to third parties.

How do we protect your data?

Your data is held securely on our secure database. The database is only accessible by staff who have completed the company's data protection training.

Your rights and preferences.

We may contact you by post unless you request otherwise by telephone, text, email or other electronic means as you have previously consented.

In all cases we will delete all but skeleton data after a period of three months if/when you conclude your franchise agreement.

Other Information.

The legal basis for processing your personal data for the purposes as described above is that it is necessary for the pursuit of our legitimate interests to support our vision to provide the best possible customer service.

This Privacy Notice will be kept under review. Any changes will be updated and communicated to you as appropriate. This Privacy Notice was updated in 25th May 2018.

You have the right to:

- Ask us to see, correct or delete the data we hold about you
- Ask for transfer of your data electronically to a third party

The company's Data Protection Officer (DPO) is responsible for monitoring compliance with relevant legislation in relation to personal data and can be contacted at hello@domestic-angels.com

You can also contact the DPO if you have any queries or concerns about the company's processing of your personal data.

You have the right to lodge a complaint with the Information Commissioner's Office at www.ico.org.uk/concerns