

Privacy Notice (How we use your information)

Venue Management – Cleaning & Caretaking

When you enter into a contract with Venue Management, Cleaning & Caretaking Service we will hold personal information about you. This information we collect and use will enable us to manage the contracts and provide you with an effective and efficient service.

The categories of information that we collect, process, hold and share include:

Information held includes:

- Names
- Address
- Email Address
- Telephone numbers
- Out of hours emergency contact details

Why we collect and hold this information

We use this personal data in order to:

- Manage the Cleaning & Caretaking contract;
- Be able to contact the correct person outside hours/in an emergency;
- Enable us to carry out specific functions for which we are responsible;
- Provide you with feedback and updates about service relating to your enquiry;
- Provide you with the support you need to help us deliver our services;
- Assess the quality of our services;
- Evaluate and improve our performance;
- Derive statistics which inform decisions about future delivery of services.

The lawful basis on which we use this information

Under Article 6 of the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

6(1)(b) We have a contractual obligation.

How we store your personal information

We will hold the information about you securely, and for no longer than reasonably necessary. We will hold:

- Financial Information will be retained for 6 years.
- Contract information will be retained for 12 months after the end of the contract.

Who we may share your information with

We may sometimes share the information we have collected about you where it is necessary, lawful and fair to do so. In each case we will only share the minimum amount of information, only when required, for the following reasons:

- Other services within the Council such as Corporate Strategy & Public Health, Children & Families, Customer Exchequer and Contract holders.
- Other partners such as Kirklees Neighborhood Housing (KNH).

We do not share personal information about you with anyone else without consent unless the law and our policies allow us to do so.

Your data protection rights

Under data protection law, you have a number of rights, including the right to have your records rectified and the right to ask for access to all the information the Council holds about you. These rights are listed in more detail on [Kirklees Council's data protection rights page](#).

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at Data.protection@kirklees.gov.uk if you wish to make a request.

Further information

If you would like further information about how we manage your data, please see the [Kirklees Council privacy notice](#).

If you would like further information about this privacy notice, please contact:
cleaning@kirklees.gov.uk

If you have any worries or questions about how your personal data is handled, please contact the Data Protection Officer at DPO@kirklees.gov.uk or by ringing 01484 221000.

You can also complain to the ICO if you are unhappy with how we have used your data. You can contact the ICO via the ['Contact us' page on their website](#), or by ringing 0303 123 1113.