Bust The Dust Ltd. Privacy Notice
Last updated: 1 November 2026

1. Who We Are
We are Bust The Dust Ltd., a cleaning company providing domestic and commercial cleaning services.
We are committed to protecting your personal information and respecting your privacy. This Privacy Notice explains how we collect, use, store and protect your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.
For the purposes of data protection legislation, Bust The Dust Ltd. is the data controller responsible for your personal information.

Contact details:
Company name: Bust The Dust Ltd.
Address: Enterprise House, 202 - 206 Linthorpe Road, Middlesbrough TS1 3QW
Email: bustthedust@myyahoo.com
Telephone: 07936509962

2. What Personal Information We Collect
We may collect and process the following personal information:
Full name and contact details, including address, telephone number and email address.
Property or business address where cleaning services are provided.
Information about your cleaning requirements and service preferences.
Booking details, appointment dates and service history.
Payment information and transaction records.
Information provided through enquiries, complaints or feedback.
Emergency contact details where necessary for providing our services.
We only collect information that is necessary for operating our business and providing our services.

3. How We Use Your Personal Information
We use your personal information for the following purposes:
To respond to enquiries and provide quotations.
To arrange and deliver cleaning services.
To manage bookings, appointments and schedules.
To process payments and issue invoices.
To communicate with customers about their services.
To deal with complaints, queries and feedback.
To maintain business records for legal and accounting purposes.
To improve our services and customer experience.
To meet our legal and regulatory obligations.
We will only use your personal information where we have a lawful basis to do so.

4. Our Lawful Basis for Processing
Under UK GDPR, we rely on the following lawful bases:
Contract: To provide cleaning services you have requested or fulfil our agreement with you.
Legal obligation: To comply with legal requirements, including tax and accounting obligations.
Legitimate interests: To manage and develop our business, maintain customer relationships and protect our staff, customers and property, where these interests do not override your rights.
Consent: Where you have specifically agreed to receive certain marketing communications or where consent is otherwise required.

5. Sharing Your Personal Information
We do not sell, rent or trade your personal information to third parties.
We may share relevant information with trusted third parties where necessary to operate our business, including:
Payment processing providers.
Accountants and professional advisers.
IT, email and booking system providers.
Insurance companies where required.
Regulatory authorities or law enforcement agencies where legally required.
Any third parties processing personal information on our behalf are expected to protect it appropriately and comply with applicable data protection requirements.

6. How We Store and Protect Your Information
We take appropriate technical and organisational measures to protect your personal information against:
Unauthorised access.
Loss, theft or misuse.
Accidental destruction or disclosure.
Unauthorised alteration.
Access to personal information is restricted to authorised individuals who need it to carry out their duties.
Where information is stored electronically, we use appropriate security measures to protect it.

7. How Long We Keep Your Information
We only retain personal information for as long as necessary for the purposes for which it was collected.
Generally:
Customer records are retained for the duration of our business relationship and for up to 6 years where necessary for legal or contractual purposes.
Financial and invoice records are retained for the periods required by UK tax and accounting legislation, generally 6 years.
Enquiry and quotation information is retained for 12 months.
Complaints and service records may be retained where needed to deal with disputes or legal matters.
When information is no longer required, it will be securely deleted or destroyed.

8. Your Privacy Rights
Under UK data protection legislation, you have several rights regarding your personal information.
These include the right to:
Access: Request a copy of the personal information we hold about you.
Rectification: Ask us to correct inaccurate or incomplete information.
Erasure: Request that we delete your personal information where legally applicable.
Restriction: Ask us to restrict how we use your information in certain circumstances.
Data portability: Request a copy of certain information in a commonly used electronic format.
Object: Object to certain types of processing, including direct marketing.
Withdraw consent: Withdraw your consent at any time where we rely on consent to process your information.
To exercise any of these rights, please contact us using the details provided in this notice.
We will respond to requests within the timescales required by data protection law. In most cases, this is within one month.

9. Cookies and Our Website
If you visit our website, we may use cookies and similar technologies to improve your browsing experience and understand how visitors use our website.
Where required, we will ask for your consent before placing non-essential cookies on your device.
You can manage your cookie preferences through our website or your browser settings.

10. Marketing Communications
We may occasionally contact existing or prospective customers with information about our cleaning services, special offers or business updates where permitted by law.
You can opt out of marketing communications at any time by contacting us or using the unsubscribe option provided in our emails.
We will never sell your contact details to marketing companies.

11. Access to Customers' Properties
As a cleaning company, our staff may need access to customers' homes or business premises to provide cleaning services.
We expect all staff to respect customers' privacy, property and personal belongings.
Any personal information encountered during the provision of cleaning services must be treated as confidential and must not be disclosed or used for any unauthorised purpose.
Our staff are expected to maintain appropriate standards of confidentiality and professionalism at all times.

12. Changes to This Privacy Notice
We may update this Privacy Notice from time to time to reflect changes in our business practices, services or legal requirements.
Any updates will be published on our website or made available to customers upon request.
We encourage customers to review this notice periodically.

13. Making a Complaint
If you have concerns about how we handle your personal information, please contact us in the first instance so that we can investigate and try to resolve your concerns.
You also have the right to raise a complaint with the Information Commissioner's Office (ICO), the UK's independent data protection regulator.
Information Commissioner's Office (ICO)
Website: www.ico.org.uk/make-a-complaint
Telephone: 0303 123 1113

We, at Bust The Dust Ltd. are committed to respecting your privacy, protecting your personal information and maintaining the trust and confidence of our customers.

To	Person Person Person
Cc	Person
Bcc	Person
Subject	