

Privacy Policy

Mint Commercial & Healthcare Limited ("Mint") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your personal information in compliance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and all applicable UK data protection laws.

1. Who We Are

Company name:	Mint Commercial & Healthcare Limited
Address:	32 Emmett Street, Barnton, CW8 4LP
Email:	Enquiries@mintcommercialhealthcare.co.uk
Telephone:	0161 706 1 707
Data Controller:	

2. Personal Data We Collect

We may collect and process the following types of personal information:

Information you provide directly

- ✦ Name
- ✦ Address and property access information
- ✦ Email address
- ✦ Phone number
- ✦ Payment details (processed securely via third-party systems—no card details are stored by us)
- ✦ Any additional details you provide when booking a service or contacting us
- ✦ Automatically collected information
- ✦ Website usage data (e.g., IP address, browser type, cookies)
- ✦ Communication history (emails, messages, phone logs)
- ✦ Special category data

We do not intentionally collect special category data (e.g., health information) unless directly relevant and provided voluntarily—for example, instructions regarding allergies or hazards in your premises.

3. How We Use Your Personal Data

We use your data to:

- ✦ Provide cleaning services you have requested
- ✦ Manage bookings, scheduling, and customer accounts
- ✦ Send service updates, confirmations, and reminders
- ✦ Process payments and invoicing
- ✦ Improve our services and website
- ✦ Comply with legal obligations

We will not use your data for purposes unrelated to our services without your consent.

4. Legal Basis for Processing

We process your personal data under the following legal bases:

- Contractual necessity: to provide the services you requested
- Legitimate interests: service improvements, communications, business administration
- Consent: marketing communications (only if you opt in)
- Legal obligation: record-keeping, tax obligations

5. Sharing Your Information

We may share your data with:

- Service providers, such as:
- Payment processors
- Booking software providers
- Cleaning staff and contractors (limited information only)
- Professional advisers, such as accountants or insurers
- Authorities, where required by law

We never sell your personal data to third parties.

6. Data Storage and Security

We take appropriate technical and organisational measures to protect your information, including:

- Encrypted devices and secure passwords
- Secure booking and payment platforms
- Minimum-access principles for staff
- Data is stored in the UK or in secure, compliant data centres outside the UK where adequate protections are in place.

7. How Long We Keep Your Data

We keep your data only as long as necessary:

- Customer account information: up to 6 years after your last booking (for tax and insurance purposes)
- Enquiries: up to 12 months if no services are used
- Marketing data: until you unsubscribe

8. Your Rights Under UK GDPR

You have the right to:

- Access your personal data
- Correct inaccurate information
- Request deletion (“right to be forgotten”)
- Restrict or object to processing
- Request data portability
- Withdraw consent (for marketing or optional processing)
- Lodge a complaint with the Information Commissioner’s Office (ICO)

To exercise any rights, contact us at: Enquiries@mintcommercialhealthcare.co.uk

9. Cookies and Website Tracking

Our website may use cookies to improve user experience, analyse traffic, and support website functionality. You can adjust your cookie preferences through your browser settings.

10. Children’s Data

Our services are not intended for individuals under the age of 16. We do not knowingly collect children’s personal data.

11. Changes to This Privacy Policy

We may update this policy from time to time. Any changes will be posted on our website with an updated “Last Updated” date.

12. Contact Us

If you have questions about this Privacy Policy or how we handle your data, please contact us via email:

- Email: Enquiries@mintcommercialhealthcare.co.uk