

Privacy Policy

How we collect, use and protect personal information

EFFECTIVE DATE

13 August 2026

COMPANY

The Sister Standard Co Ltd · Registered in England and Wales · No. 17370713

This Privacy Policy explains how we handle personal information when you visit our website, make an enquiry, request a quotation or use our cleaning services. It is written for customers, prospective customers and website visitors.

1. Who we are

The Sister Standard Co Ltd is the data controller responsible for the personal information described in this policy.

Registered office: 71–75 Shelton Street, Covent Garden, London, WC2H 9JQ, United Kingdom

Privacy contact: info@thesisterstandard.co.uk · +44 1582 292908

2. Information we may collect

- Identity and contact details, including your name, address, email address and telephone number.
- Enquiry, quotation and booking information, including the property type, cleaning requirements, preferred dates and correspondence with us.
- Service information, such as access instructions, an alarm code where you choose to provide one, notes about pets, hazards or areas requiring particular care, and records of completed work.
- Payment and transaction records. We do not normally store full card details; these are handled by the relevant payment provider where one is used.
- Technical website information, such as IP address, browser type, device information, server logs and essential cookie data.
- Feedback, complaints, photographs or other evidence supplied in connection with a service issue or claim.

Please do not send us sensitive personal information unless it is genuinely necessary for us to provide the service. If you provide information about health, disability or another sensitive matter, we will handle it only as permitted by law.

3. How we collect information

We collect information directly from you when you contact us, complete the website enquiry form, request a quotation, book a service, communicate with us or make a payment. We may also receive information from someone booking on your behalf, a referral source, our website or communications provider, a payment provider, or publicly available sources where appropriate.

4. Why we use your information and our lawful bases

Purpose	Lawful basis
Replying to enquiries, preparing quotations, arranging bookings, providing cleaning services and managing payments	Contract or steps before a contract
Keeping accounting, tax and company records and responding to lawful requests	Legal obligation
Planning visits, maintaining service quality, protecting our business, preventing fraud and handling complaints or claims	Legitimate interests
Sending promotional messages, if we introduce them in future	Consent or another lawful basis permitted by direct-marketing rules
Using non-essential analytics or advertising cookies, if introduced	Consent

5. Alarm codes and property-access information

We do not normally retain customers' physical keys. If you provide an alarm code or access instruction, we use it only to arrange and deliver the service. We restrict access to people who need it, avoid attaching unnecessary identifying information, and delete or securely update it when it is no longer required or when you tell us it has changed.

6. Who we share information with

We may share only the information reasonably necessary with:

- our directors, workers and cleaners who need it to deliver or administer the service;
- website hosting, email, telephone, job-management, invoicing, accounting, payment, IT-security and professional-service providers;
- insurers, legal advisers, accountants, regulators, law-enforcement bodies or courts where required or appropriate; and
- a buyer, investor or successor if our business is reorganised or sold, subject to appropriate safeguards.

We do not sell personal information. Our service providers must handle information under appropriate confidentiality and data-protection obligations.

7. International transfers

Some technology providers may process information outside the United Kingdom. Where this happens, we will use a legally recognised safeguard, such as UK adequacy regulations, the UK International Data Transfer Agreement or the UK Addendum to approved standard contractual clauses, unless another lawful exception applies.

8. How long we keep information

- Unsuccessful enquiries and quotations: normally up to 12 months after the last contact.

- Customer, booking, service, invoice and transaction records: normally up to 6 years after the relevant transaction or the end of the customer relationship, where needed for tax, accounting or legal purposes.
- Alarm codes and current access instructions: only while needed for active services, then deleted or securely updated promptly.
- Complaint, accident, damage or insurance records: for as long as reasonably required to resolve the matter and meet legal or insurance requirements.
- Website security logs and cookie data: according to their purpose and the settings described in our cookie notice or consent tool.

We may keep information for longer where the law, an insurer, a dispute or a regulatory requirement reasonably requires it. We review retention and delete or anonymise information when it is no longer needed.

9. Security

We use proportionate technical and organisational measures intended to protect information against accidental loss, unauthorised access, misuse, alteration or disclosure. No internet or storage system is completely secure, but we restrict access and review the safeguards appropriate to our business.

10. Your data-protection rights

Depending on the circumstances, you may have the right to:

- ask for access to your personal information;
- ask us to correct inaccurate or incomplete information;
- ask us to erase information;
- ask us to restrict how information is used;
- object to processing based on legitimate interests and object at any time to direct marketing;
- receive certain information in a portable format; and
- withdraw consent at any time where processing relies on consent, without affecting earlier lawful processing.

To exercise a right, contact info@thesisterstandard.co.uk. We may need to verify your identity. These rights are not absolute, and legal exemptions may apply. We normally respond within one month.

11. Cookies and the website enquiry form

Our website may use cookies that are strictly necessary for security, navigation and operation. If we introduce analytics, advertising or other non-essential cookies, they will not be set unless you give consent through an appropriate cookie control. You can change or withdraw consent through that control or your browser settings. The website designer or operator should maintain a current cookie list identifying each cookie, provider, purpose and duration.

Information submitted through the enquiry form is used to respond to the enquiry and, where requested, prepare a quotation or booking. Submitting an enquiry does not by itself create a confirmed booking.

12. Marketing

We do not currently use customer information for promotional email, SMS or WhatsApp marketing. If this changes, we will provide the necessary choice and comply with applicable data-protection and electronic-marketing rules. You may object to direct marketing at any time.

13. Complaints

Please contact us first at info@thesisterstandard.co.uk so that we can try to resolve your concern. You may also complain to the Information Commissioner's Office (ICO) at ico.org.uk, by telephone on 0303 123 1113, or by post to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

14. Changes to this policy

We may update this policy when our services, website or legal obligations change. The latest version will appear on our website with its effective date. Material changes will be brought to your attention where appropriate.