

Privacy Policy for Sage Cleaning Services

This privacy policy describes how Sage Cleaning Services collects, uses, and protects your personal data in accordance with the General Data Protection Regulation (GDPR) and Irish data protection laws.

1. Who We Are

Sage Cleaning Services is a cleaning services provider based in Cork, Ireland. Our contact details are:

- Sage Cleaning Services
- Cork, Ireland
- +353 85 267 5432
- Info@sagecleaningservices.ie

2. What Information We Collect

We may collect the following types of personal data:

- **Contact Information:** Name, address, email address, phone number.
- **Service Information:** Details of the cleaning services you have requested or received.
- **Payment Information:** Payment card details (processed securely by our payment processor).
- **Website Usage Data:** Information about how you use our website (see our Cookie Policy below).
- **Communications:** Records of any correspondence between you and us.

3. How We Collect Your Information

We collect your information in the following ways:

- **Directly from you:** When you request a quote, book a service, contact us, or provide information through our website.
- **Through our website:** Using cookies and similar technologies (see our Cookie Policy below).
- **From third parties:** In some cases, we may receive your information from third parties, such as referrals or partners, but only when you have given them consent to share it.

4. Legal Basis for Processing Your Data

We process your personal data based on the following legal grounds:

- **Contract:** Processing is necessary to fulfill our contractual obligations to you.
- **Legitimate Interests:** Processing is necessary for our legitimate interests, such as providing and improving our services, and marketing our services (where you have not

objected).

- **Consent:** We process your data based on your consent, such as for certain marketing communications or the use of cookies.
- **Legal Obligation:** We may process your data to comply with legal obligations.

5. How We Use Your Information

We use your information for the following purposes:

- To provide and manage our cleaning services.
- To communicate with you about your bookings, requests, and inquiries.
- To process payments.
- To improve our website and services.
- To send you marketing communications (where you have consented or have not objected).
- To comply with legal obligations.

6. Who We Share Your Information With

We may share your information with the following categories of recipients:

- **Service providers:** Third-party providers who assist us in delivering our services, such as payment processors, IT support, and marketing providers.
- **Business partners:** Partners with whom we collaborate to provide services.
- **Legal authorities:** When required by law or to protect our legal rights.

7. Data Transfers Outside the EEA

We will not transfer your personal data outside the European Economic Area (EEA) without ensuring that appropriate safeguards are in place, in accordance with GDPR.

8. Data Retention

We will retain your personal data for as long as necessary to fulfill the purposes for which it was collected, and as required by applicable laws.

9. Your Rights

You have the following rights regarding your personal data:

- **Right to Access:** You can request a copy of the personal data we hold about you.
- **Right to Rectification:** You can ask us to correct inaccurate or incomplete data.
- **Right to Erasure:** You can ask us to delete your data in certain circumstances.
- **Right to Restriction of Processing:** You can ask us to restrict the processing of your data in certain circumstances.
- **Right to Data Portability:** You can request a copy of your data in a portable format.
- **Right to Object:** You can object to the processing of your data based on legitimate interests or for direct marketing purposes.

- **Right to Withdraw Consent:** If we process your data based on your consent, you can withdraw it at any time.

To exercise your rights, please contact us at Info@sagecleaningservices.ie

10. Security

We take appropriate technical and organizational measures to protect your personal data from unauthorized access, use, or disclosure.

11. Cookie Policy

Our website uses cookies to improve your browsing experience. Please see our [Cookie Policy](#) for more information.

12. Changes to This Privacy Policy

We may update this privacy policy from time to time. We will notify you of any significant changes.

13. Complaints

If you have any concerns about how we process your personal data, you have the right to lodge a complaint with the Data Protection Commission in Ireland.