The Federation of Window Cleaners fully respects your right to privacy when using our services. This document explains the details of our privacy practices and what we are doing to maintain your right to privacy in accordance with the General Data Protection Regulations.

We respect and value the privacy of all of our members/customers and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

**Information we collect from you.**
We will only obtain as much information we need for the purpose of fulfilling the service we provide you.

We only process information that you provided and consent to it being processed for the purpose of delivering our services.

We will only store your personal information for as long as this is needed to complete the necessary processes of fulfilling our services.

We will only contact you for the purpose of providing you with information that is relevant to the services you requested. We may pass your information to third parties only if this is required for the purpose of providing the service.

We will never share your personal data with third parties for the purpose of marketing or promotion.

With your permission and, or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email with information, news, and offers on services. You will not be sent any unlawful marketing or spam. We will always aim to protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

**How we use the information we collect**
Under the GDPR, we must have a lawful reason for using personal data. This may be that the data is necessary for our servicing of our affiliation with you directly, and via a third party that you have consented to our use of your personal data for genuine business interests.

Your personal data may be used for one of the following purposes:

- Managing your registrations, sales, requests and enquiries we receive whilst supplying our services to you.

- Permitting you to access online Services available; such
as products and services offered
to members, or negotiated
through a third party on your
behalf.

- Processing of data to monitor
  the performance of our services
  in order to make improvements.

- Communicating with you. This
  may include responding to mails
  or calls from you.

- Supplying you with
  information by email (you may
  unsubscribe or opt-out at any
time.

We may also use your IP address
and cookies (but nothing that
directly identifies you) to monitor
the use of our website, to record
traffic flows and to carry out
research about our visitors’ and
customers’ demographics,
interests and behaviour.

We do this to understand our
visitors, members and potential
members/customers better. With
your permission and, or where
permitted our obligations under
the GDPR and the Privacy and
Electronic Communications (EC

We will not share with or sell
your personal information to any
other organisation, with the
exception of an agreed
documented partnership
arrangements for the sole
purpose of direct membership

benefits. Such as: discounted
insurance, offering window
cleaning services and Yell.com
Corporate advertising.

How we look after your
information
All the information we collect
about you and your company is
stored electronically on secure
servers hosted and maintained
by a UK/EU third parties but
managed by us.

How long we will Keep your
Personal Data
The principles of the General
Data Protection Regulation
(GDPR) require us to make sure
your data is accurate, kept up-to-
date and that we keep it for no
longer than is necessary.

How you can Access your
Personal Data
You can request a copy of the
personal data held on you
(where any such personal data is
held). This is known as a “subject
access request”.

All subject access requests should
be made in writing and sent to
the FWC either by email or post.
FAO: General Secretary:
Email address: info@f-w-c.co.uk
Telephone number: 0161 432
8754 Postal Address:
Summerfield House, Harrogate
Road, Reddish, Stockport
Cheshire SK5 6HQ