

Gemstone Cleaning Services

Privacy & Cookie Policy

GSCS SERVICES LTD

Last updated: 12 August 2026

Gemstone Cleaning Services respects your privacy and is committed to protecting your personal data. This notice explains how we collect, use, store and protect personal information relating to clients, prospective clients, job applicants, employees and people who interact with our website, marketing or services.

1. Important information and who we are

GSCS SERVICES LTD trading as Gemstone Cleaning Services is the controller responsible for your personal data.

Contact details:

- Postal address: Mortlake Business Centre, 20 Mortlake High Street, London, SW14 8JN
- Telephone: 020 3813 1912
- Email: info@gemstonecleaning.co.uk

Please keep us informed if your personal information changes during your relationship with us so that the information we hold remains accurate and current.

2. The personal data we collect

Personal data means information about an individual from which that person can be identified. Depending on your relationship with us, we may collect the following categories of information:

- **Identity and contact data:** name, address, telephone number, email address, date of birth and other identifiers.
- **Client and service data:** service address, cleaning requirements, quotes, contracts, correspondence, feedback and service records.
- **Financial data:** bank account, payment and direct debit information where required for payments or payroll.
- **Recruitment and employment data:** application forms, employment history, references, qualifications, National Insurance number and employment details.
- **Right to work and identification data:** copies of passports, photo identification and right-to-work documentation.
- **Criminal offence information:** DBS or other relevant vetting information where this is appropriate and lawful for the role.
- **Special category information:** limited information such as health information or racial/ethnic origin where lawfully required for recruitment, employment, equality monitoring or workplace arrangements.
- **Marketing and communications data:** contact details, marketing preferences and records of communications with us.

- **Website and technical data:** information collected through cookies or similar technologies, where used on our website.

3. How we collect personal data

We may collect personal information:

- directly from you when you request a cleaning quote, enter into a contract, contact us, complete a form, apply for a role or provide information during employment;
- through email, telephone, our website, application forms and other business communications;
- from referees, recruitment sources or official checking services where appropriate and lawful; and
- through cookies and similar technologies when you use our website, where applicable.

4. How and why we use personal data

We only use personal data where we have a lawful basis to do so. The lawful basis may vary according to the purpose for which the information is used.

Purpose	Examples of data	Lawful basis
Providing cleaning services and managing client relationships	Identity, contact, service, contract and payment data	Contract; legitimate interests; legal obligation where applicable
Preparing and following up cleaning quotations	Identity, contact, property/service requirements and correspondence	Legitimate interests and steps taken at your request before entering into a contract
Recruitment and onboarding	Contact details, application information, employment history, qualifications, ID and right-to-work information	Legitimate interests; steps before entering into an employment contract; legal obligation where applicable
DBS and other vetting checks	Relevant criminal offence/vetting information	Processed only where lawful and necessary, with the additional conditions required by UK data protection law
Payroll and employment administration	Bank details, National Insurance number and employment information	Contract and legal obligation
Marketing our services	Name, business contact details and marketing preferences	Legitimate interests and/or consent where required; you may opt out at any time
Managing and protecting our business	Contact, service, technical and security information	Legitimate interests and legal obligation

5. Our legitimate interests for recruitment

We have a legitimate interest in collecting and using personal information to recruit suitable candidates, assess their suitability for available roles, communicate with applicants, carry out appropriate pre-employment checks, verify qualifications and right-to-work information, and manage recruitment and onboarding. This helps us recruit suitable, reliable and appropriately vetted staff to provide services to our clients.

5A. Special category and criminal offence data

Some recruitment and employment information requires additional protection under UK data protection law. We will only collect and use special category information where it is necessary and where we have both an Article 6 lawful basis and an applicable Article 9 condition. This may include limited health information needed to meet employment-law obligations or make workplace adjustments, and equality-monitoring information where this is lawfully collected.

Where we process special category information for employment, social security or social protection purposes, we rely, where applicable, on Article 9(2)(b) UK GDPR together with the relevant condition in Schedule 1, Part 1 of the Data Protection Act 2018. Where equality information is collected for monitoring, we will identify and document the applicable condition before processing.

DBS certificates and information about criminal convictions or offences are criminal offence data under Article 10 UK GDPR. We will only request or process this information where the role and the law permit us to do so. We will identify and document an Article 6 lawful basis and the applicable Schedule 1 Data Protection Act 2018 condition before processing. Where required, we will maintain an Appropriate Policy Document setting out our safeguards, retention and erasure arrangements.

Access to DBS and other sensitive recruitment information is restricted to authorised personnel. Certificate information is used only for the purpose for which it was obtained and is securely destroyed when it is no longer required. We do not routinely retain a copy or image of a DBS certificate after the permitted retention period, although we may retain a limited record of the check and recruitment decision where lawful.

6. Marketing

We may use appropriate contact information to tell existing or prospective business customers about our cleaning services, offers and relevant updates. Where consent is required, we will ask for it. You can ask us to stop sending marketing communications at any time by using an unsubscribe option where provided or by contacting us.

If you opt out of marketing, we may still contact you about an existing contract, quote, service, invoice, employment matter or other non-marketing business communication.

7. Sharing personal data

We may share personal data with trusted service providers and professional advisers where this is necessary to operate our business, provide services, process payroll or payments, carry out lawful checks, maintain IT systems or comply with legal obligations. We require organisations processing personal data on our behalf to protect it and use it only for the agreed purpose.

We may also disclose information where required by law, a regulator, court, law-enforcement body or other competent authority.

8. International transfers

Where a service provider processes personal data outside the United Kingdom, we will take appropriate steps to ensure that the transfer is protected in accordance with UK data protection law.

9. Data security

We take appropriate organisational and technical measures to protect personal data against accidental loss, unauthorised access, alteration or disclosure. Access is limited to people who have a genuine business need to use the information, and they are expected to keep it confidential.

We maintain procedures for dealing with suspected personal data breaches and will notify the ICO and affected individuals where we are legally required to do so.

10. Data retention

We keep personal data only for as long as reasonably necessary for the purpose for which it was collected, including to meet legal, accounting, contractual, employment and reporting requirements. Retention periods may be extended where information is needed for an ongoing complaint, dispute, legal claim, investigation or other legal requirement. When a retention period expires, information is securely deleted, destroyed or anonymised.

Our retention schedule is as follows:

Record Type	Retention Period	Storage Media	Other Information
Unsuccessful job applications	6 months after recruitment decision	Electronic/paper	Unless a longer period is required for a complaint, dispute or legal claim.
Successful job applications / recruitment records	Transferred to personnel record and retained in line with employment/legal requirements	Electronic/paper	Only information necessary for employment administration is retained.
DBS certificate / certificate information	Normally no longer than 6 months after the recruitment or relevant decision	Secure electronic/paper where applicable	Restricted access. Securely destroyed after the retention period. A limited record of the check and decision may be retained where lawful.
DBS check record	For as long as necessary to evidence the lawful check and recruitment decision, subject to periodic review	Electronic/paper	May include date, type of check, certificate/reference number and recruitment decision; not a copy of the certificate.
Right-to-work records	Duration required by applicable right-to-work legislation and Home Office requirements	Electronic/paper	Kept securely and separately or with restricted access where appropriate.
Health / special category recruitment information	Only for as long as necessary for the recruitment or	Restricted electronic/paper	Access limited to authorised personnel; reviewed and securely

	employment purpose and applicable legal requirements		deleted when no longer needed.
Equality monitoring information	Only for as long as necessary for monitoring and reporting purposes	Restricted electronic/paper	Where practicable, kept separate from selection decisions and anonymised or aggregated.
Cleaning quote information – unsuccessful/no contract	12 months	Electronic/paper	Retained to manage follow-up, queries and business records, then deleted unless another lawful reason applies.
Client contracts and service records	Duration of contract plus an appropriate period for legal, contractual and business requirements	Electronic/paper	Reviewed before deletion; records needed for legal claims may be retained longer.
Invoices, accounting and tax records	Normally 6 years or longer where required by law	Electronic/paper	Retained to meet accounting, tax and legal obligations.
Client payment / bank details	For the duration needed to administer payments and the client relationship, then deleted unless legally required	Secure electronic/paper	Access restricted to authorised personnel and payment providers where applicable.
Employee payroll and employment records	For the period required by employment, tax, payroll and other applicable legal requirements	Secure electronic/paper	Retention varies by record type; access is restricted.
Marketing contact information	Until you opt out, object, withdraw consent where applicable, or the information is no longer required; reviewed periodically	Electronic	A minimal suppression record may be retained to ensure we respect an opt-out.
Complaints and correspondence	For as long as necessary to resolve the matter and manage any related legal or regulatory requirements	Electronic/paper	May be retained longer where a dispute or legal claim is ongoing.

Retention periods are reviewed periodically. Where a statutory or regulatory requirement specifies a different period, that requirement will take precedence. We apply data minimisation and do not retain sensitive information simply because it may be useful in the future.

10A. Appropriate Policy Document and accountability

Where the Data Protection Act 2018 requires us to have an Appropriate Policy Document for our processing of special category or criminal offence data, we will maintain one separately from this public privacy notice. It records the relevant Schedule 1 conditions, how we comply with the data protection principles, and our

retention and erasure policies. We keep that document under review and retain it for the period required by law.

We also document our lawful bases and relevant conditions for sensitive processing and review whether the information collected remains necessary, proportionate, accurate and secure.

11. Your data protection rights

Depending on the circumstances and the lawful basis used, you may have the right to:

- ask for access to the personal information we hold about you;
- ask us to correct inaccurate or incomplete information;
- ask us to erase personal information in certain circumstances;
- ask us to restrict how we use your information;
- object to certain processing, including direct marketing;
- ask for certain information to be transferred to you or another organisation; and
- withdraw consent at any time where we rely on consent.

To exercise a data protection right, contact us at info@gemstonecleaning.co.uk. We will respond in accordance with the timescales required by data protection law.

12. Cookie policy

Our website may use cookies and similar technologies. A cookie is a small file placed on your device that helps a website operate, remember preferences, understand how visitors use the site or support relevant marketing.

- **Strictly necessary cookies:** required for the website to operate and cannot normally be switched off through our systems.
- **Analytics/performance cookies:** help us understand how visitors use our website so that we can improve its performance and content.
- **Functionality cookies:** help remember choices and preferences where these features are used.
- **Marketing/targeting cookies:** may be used to understand the effectiveness of advertising or make marketing more relevant, where applicable and subject to consent requirements.

You can manage cookies through the cookie controls made available on our website and through your browser settings. Blocking some cookies may affect how parts of the website function.

Where non-essential cookies are used, they should not be placed on your device unless the required consent has been obtained. Details of the specific cookies in use, their providers and expiry periods should be kept up to date in the website's cookie settings or cookie table.

Before non-essential cookies are activated, we will obtain consent where required. Our website cookie banner or cookie-management tool should identify the specific non-essential cookies in use, their purposes, providers and duration. This information will be reviewed whenever website technologies change.

13. Third-party links

Our website may contain links to third-party websites. We do not control those websites and are not responsible for their privacy practices. We encourage you to read the privacy notice of any third-party website you visit.

14. How to complain

If you have concerns about how we use your personal information, please contact us first at info@gemstonecleaning.co.uk so that we have an opportunity to address your concerns.

You also have the right to complain to the Information Commissioner's Office (ICO):

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline: 0303 123 1113

15. Changes to this privacy notice

We may update this privacy and cookie policy from time to time to reflect changes in our business, website, legal requirements or the way we process personal data. The latest version should be published on our website with the date it was last updated.