Privacy Policy

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Happy Cleaners. Happier Homes.

Version: 1.0

Effective Date: August 2026

Last Updated: August 2026

1. Introduction

Opulence Bliss Ltd ("Opulence Bliss", "we", "our" or "us") respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how we collect, use, store and protect personal information when you:

Submit a cleaning booking request;

Contact us;

Use our cleaning services;

Apply to become a Cleaner Partner;

Communicate with us about a booking;

Make or receive payments;

Provide feedback or make a complaint; or

Otherwise interact with Opulence Bliss.

For the purposes of applicable UK data protection law, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, Opulence Bliss Ltd is responsible for deciding how and why your personal information is processed where we act as the data controller.

2. Who We Are

Opulence Bliss Ltd

Company Registration Number: 15894675

Call / SMS / WhatsApp: +44 7484 717935

Email: hello@opulencebliss.com

Registered in: England and Wales

If you have questions about this Privacy Policy or how we handle your personal information, please contact us using the details above.

3. Our Privacy Approach

Our business currently operates without a dedicated website.

Our booking and administration process is primarily managed using:

Google Forms / Google Workspace

Google Sheets

Google Calendar

Gmail / Google Mail

WhatsApp Business

Accounting software

Tide business banking

These services help us manage bookings, communicate with customers and cleaners, maintain business records and manage payments.

4. Information We Collect

The information we collect depends on how you interact with Opulence Bliss.

4.1 Customer Information

When you submit a booking request or contact us, we may collect:

Full name;

Telephone number;

Email address;

Property address;

Postcode;

Property type;

Number of bedrooms and bathrooms;

Cleaning requirements;

Preferred date and time;

Access arrangements;

Information about pets where relevant;

Cleaning instructions;

Information about products or equipment;

Booking history;

Payment information;

Refund information;

Communications with us;

Complaints and feedback.

We aim to collect only information that is reasonably necessary to provide and manage our services.

5. Cleaner Partner Information

When you apply to become a Cleaner Partner, we may collect:

Full name;

Telephone number;

Email address;

Address;

Identity information;

Right-to-work information;

Self-employment information;

References;

Cleaning experience;

Availability;

Areas in which you are willing to work;

Insurance information;

Relevant qualifications or training;

Payment information;

Communications with Opulence Bliss;

Information relating to complaints, incidents or service quality.

Where we request information for verification or legal compliance, we will explain the purpose where appropriate.

6. How We Collect Your Information

We may collect personal information directly from you through:

Google Forms

Our customer booking form and Cleaner Partner application process may use Google Forms.

Information submitted through these forms may be stored and managed within our Google Workspace environment.

Email

We use Gmail / Google Workspace to communicate with Customers, Cleaners and other relevant parties.

WhatsApp Business

We may use WhatsApp Business to communicate regarding:

Booking requests;

Booking confirmations;

Changes;

Cancellations;

Customer support;

Cleaner communication;

General business enquiries.

Telephone and SMS

We may collect information provided during telephone calls or SMS conversations.

Google Sheets

We may use Google Sheets to organise and manage booking, customer and business information.

Google Calendar

We may use Google Calendar to manage appointment dates, times and cleaner availability.

Accounting Software

We may use accounting software to maintain financial records, invoices, payments, refunds and other accounting information.

Tide

Customer payments and business transactions may be processed through our Tide business banking account.

Tide's own privacy arrangements apply to information processed directly by Tide. Tide states that it may act as a data controller or, for certain services, as a data processor depending on the service being used.

7. How We Use Personal Information

We may use personal information to:

Receive and manage booking requests;

Match Customers with suitable Cleaners;

Confirm bookings;

Communicate with Customers;

Communicate with Cleaners;

Manage appointment schedules;

Provide customer support;

Process payments;

Process refunds;

Manage cancellations;

Manage rescheduling;

Maintain financial and accounting records;

Investigate complaints;

Investigate alleged damage or incidents;

Maintain service quality;

Verify Cleaner information;

Protect Customers and Cleaners;

Prevent fraud or misuse;

Comply with legal obligations;

Maintain appropriate business records;

Improve our services.

8. Lawful Bases for Processing

Depending on the circumstances, we may rely on one or more of the following lawful bases under applicable data protection law.

Contract

We may process information where this is necessary to arrange or perform a cleaning service.

For example, we need your address and contact details to arrange a cleaning appointment.

Legitimate Interests

We may process information where this is reasonably necessary for our legitimate business interests and those interests are not overridden by your rights.

Examples may include:

Managing our business;

Responding to enquiries;

Managing customer relationships;

Preventing fraud;

Protecting Customers and Cleaners;

Investigating complaints;

Improving our services;

Maintaining business records.

Legal Obligation

We may process information where necessary to comply with a legal or regulatory obligation.

This may include accounting, tax, financial or legal requirements.

Consent

Where consent is required, we will ask for it.

For example, certain marketing activities may require consent.

Where processing is based on consent, you may withdraw your consent.

9. Google Workspace and Google Services

Opulence Bliss uses Google Workspace services including:

Gmail;

Google Forms;

Google Sheets;

Google Calendar;

Google Drive and related Workspace functionality where applicable.

These services may be used to collect, store, organise and communicate information relating to Customers, Cleaners and bookings.

Access to our Google Workspace should be restricted to authorised individuals who need the information to perform legitimate business functions.

We will take reasonable steps to configure and use these services securely.

Google's own terms, privacy information and data processing arrangements may also apply to Google's processing of information.

10. WhatsApp Business

Opulence Bliss may use WhatsApp Business for customer and Cleaner communications.

Messages may contain personal information relating to bookings, including names, addresses, appointment times and instructions.

Customers and Cleaners should avoid sending unnecessary sensitive information through WhatsApp.

WhatsApp is operated by a third-party provider and its own privacy terms and policies may apply to information processed through the service.

Opulence Bliss will use information received through WhatsApp only for legitimate business purposes.

11. Google Sheets and Booking Records

Booking information may be recorded in Google Sheets for administrative purposes.

This may include:

Customer name;

Contact details;

Booking date;

Booking time;

Property address;

Cleaner assigned;

Booking value;

Payment status;

Cancellation information;

Notes necessary to manage the booking.

Access should be limited to authorised persons who need the information for legitimate business purposes.

12. Google Calendar

We may use Google Calendar to manage:

Customer appointments;

Cleaner assignments;

Booking times;

Rescheduled appointments;

Business availability.

Calendar information should contain only information reasonably necessary to manage the appointment.

13. Accounting and Financial Information

Our accounting software may be used to maintain:

Customer payment records;

Cleaner payment records;

Invoices;

Refunds;

Expenses;

Commission records;

Tax and accounting information.

We may retain financial records for periods required by applicable law.

14. Tide Business Banking

Opulence Bliss currently uses Tide for business banking.

Banking information may include:

Transaction information;

Payment amounts;

Payment dates;

Bank account information;

Transaction references;

Refund information.

We do not ask customers to provide their online banking passwords, PINs or security credentials to Opulence Bliss.

Customers should never send this information to us.

Tide's privacy policy explains that it processes transactional and banking information and may process personal information in the UK, EEA and, in certain circumstances, other countries using applicable safeguards.

15. Sharing Customer Information with Cleaners

When a booking is accepted, we may provide the assigned Cleaner with information reasonably necessary to complete the booking.

This may include:

Customer name;

Property address;

Booking date and time;

Cleaning requirements;

Relevant access instructions;

Information necessary to carry out the service safely.

We aim to share only information reasonably necessary for the booking.

16. Cleaner Responsibilities for Customer Information

Cleaners who receive Customer information through Opulence Bliss are expected to treat that information responsibly.

Customer information must not be:

Sold;

Shared unnecessarily;

Used for unrelated marketing;

Published online;

Used for inappropriate purposes.

Access information such as keys, key-safe codes and entry instructions should be treated as confidential.

17. Sharing Information with Other Service Providers

We may use third-party service providers to help operate our business.

Depending on our requirements, these may include:

Google Workspace and related Google services;

WhatsApp Business;

Accounting software providers;

Banking/payment providers such as Tide;

Professional advisers;

Accountants;

Solicitors;

Insurance providers;

IT or technical service providers.

Where another organisation processes personal information on our behalf, we will take reasonable steps to ensure appropriate contractual and data protection arrangements are in place where required.

18. We Do Not Sell Personal Information

Opulence Bliss does not sell Customer or Cleaner personal information.

We use personal information to operate and develop our business and provide our services.

19. Marketing

At present, our primary communications relate to bookings, customer service and the operation of our business.

If we introduce marketing communications, we will ensure that these are carried out in accordance with applicable privacy and electronic marketing laws.

You may opt out of marketing communications where applicable.

20. No Website at Present

Opulence Bliss does not currently operate a public website.

As a result, we do not currently operate website analytics or website cookies through an Opulence Bliss website.

If we launch a website in the future, this Privacy Policy will be reviewed and updated where necessary.

We may also introduce a separate Cookie Policy if required.

21. How Long We Keep Personal Information

We will retain personal information only for as long as reasonably necessary for the purposes for which it was collected.

We may retain information for:

Booking administration;

Customer service;

Accounting;

Tax purposes;

Legal compliance;

Complaint handling;

Fraud prevention;

Establishing or defending legal claims;

Maintaining appropriate business records.

Different types of information may need to be retained for different periods.

When information is no longer required, we will take reasonable steps to securely delete or dispose of it, subject to applicable legal retention requirements.

22. Security

We take reasonable technical and organisational measures to protect personal information against:

Unauthorised access;

Accidental loss;

Unauthorised disclosure;

Destruction;

Misuse;

Unauthorised alteration.

Examples may include:

Password protection;

Restricted access;

Secure Google Workspace accounts;

Appropriate device security;

Limiting access to booking information;

Keeping business information within authorised systems.

No electronic system can be guaranteed to be completely secure.

23. Personal Data Breaches

If we become aware of a personal data breach, we will assess the incident and take appropriate steps in accordance with applicable data protection law.

Where legally required, we will notify the Information Commissioner's Office and/or affected individuals.

24. Your Data Protection Rights

Depending on the circumstances, you may have rights under applicable data protection law, including rights to:

Request access to your personal information;

Request correction of inaccurate information;

Request deletion of personal information;

Request restriction of processing;

Object to certain processing;

Request data portability;

Withdraw consent where processing is based on consent.

These rights are subject to legal conditions and exemptions.

25. How to Exercise Your Rights

To exercise a data protection right, contact:

Opulence Bliss Ltd

Email: hello@opulencebliss.com

Call / SMS / WhatsApp: +44 7484 717935

We may need to verify your identity before responding to certain requests.

We will respond within the timescales required by applicable law.

26. Complaints

If you have concerns about how Opulence Bliss has handled your personal information, please contact us first.

We will make reasonable efforts to investigate and resolve your concern.

You may also complain directly to the Information Commissioner's Office (ICO) if you believe your personal information has been handled unlawfully.

The ICO is the UK's independent data protection regulator.

27. Changes to This Privacy Policy

We may update this Privacy Policy when our business, technology, services or legal obligations change.

For example, we may update this policy if we introduce:

A website;

Online payments;

A customer booking platform;

New software;

Advertising systems;

Analytics;

Additional communication platforms.

The latest version will show the applicable Last Updated date.

28. Contact Details

Opulence Bliss Ltd

Company Registration Number: 15894675

Call / SMS / WhatsApp: +44 7484 717935

Email: hello@opulencebliss.com

Registered in: England and Wales

Happy Cleaners. Happier Homes.

Our Privacy Commitment

At Opulence Bliss, we understand that customers are trusting us with information about their homes, bookings and personal circumstances.

We also understand that our Cleaners trust us with their personal and business information.

We therefore aim to handle personal information with the same care, fairness and respect that we expect our Customers and Cleaners to show one another.

Your information. Your trust. Our responsibility.