

Privacy Policy

Welcome to Vonula. This privacy policy explains how we collect, use and protect your personal information when you use our cleaning services or visit our website.

By using Vonula, you're agreeing to this policy. If you have any questions at all, just get in touch — we're always happy to help.

Who We Are

Vonula Limited (16607546) is a company registered in the United Kingdom. You can contact us anytime at support@vonulalondon.com.

What We Collect

Depending on how you interact with us, we may collect:

- Your name
- Your phone number
- Your email address
- Your home address (for cleaning appointments)
- Booking details and service preferences
- Notes you provide about your property
- Payment information (processed securely through our payment provider)

We may also collect basic technical information when you visit our website, such as your browser type, device type and how you use the site. This is done through cookies and analytics tools.

How We Use Your Information

We only use your personal information when we need to. This includes:

- To confirm and manage your bookings
- To send appointment reminders and service updates
- To take payments and send invoices
- To communicate with you about your service
- To improve our website and customer experience
- To send occasional marketing messages if you've agreed to receive them

You can unsubscribe from marketing at any time.

Where Your Data Is Stored

We use trusted third-party tools to help us run Vonula smoothly and safely. These may include:

- Payment providers for secure transactions
- Booking or scheduling software
- Email and communication platforms
- Analytics tools to understand how our website is used

Some of these services may store data outside the UK or EU. When they do, we ensure they follow proper data protection safeguards so your information stays protected.

Cookies and Tracking

Our website uses cookies to help it function properly and to understand how visitors use it. When you visit our site, you may see a cookie banner where you can choose your preferences. You can change these settings at any time.

Cookies help us:

- Improve website performance
- Understand visitor behaviour
- Show relevant adverts if we run marketing campaigns

How We Keep Your Data Safe

We take your privacy seriously. Only people who need access to your data — like our internal team or essential service providers — can see it. We never sell your data, and we protect it using secure systems and practices.

Your Rights

You are in full control of your personal information. You can:

- Ask for a copy of the data we hold about you
- Ask us to correct inaccurate information
- Ask us to delete your data (unless we need it for legal reasons)
- Withdraw your consent to marketing
- Make a complaint to the UK Information Commissioner's Office (ICO) if you feel your data hasn't been handled properly

How Long We Keep Your Data

We only hold your information for as long as necessary to provide our services or meet legal requirements. After that, we delete it safely.

Changes to This Policy

We may update this privacy policy from time to time. If we make any important changes, we'll make it clear on our website. By continuing to use our services, you're agreeing to the updated policy.