

A Star Service Covid Policy

How we look after your health.

How we look after your data.

Covid

We are open as usual with additional protocols in place to ensure our specialist cleaners and our clients remain as safe as possible.

We are adhering to the strict guidelines set out by the Government. We wear PPE (gloves and masks) and ask that our clients, where possible, remain in a separate room while we are working.

If you have any concerns, please contact us to discuss. We are flexible, and always happy to accommodate your requests.

Stay safe and well!

GDPR

We would like to reassure all clients, commercial and domestic, that we are fully compliant with the newly introduced GDPR regulations and take them very seriously.

In compliance with HMRC rules, we retain all applicable files necessary for inspection for the required 10 years. However, we would like to make clear that all archived paperwork and physical files are kept in a securely locked, alarmed building until they are ready for disposal. All paperwork flagged for disposal is collected by an authorised and insured company and is shredded and disposed of securely.

Any smartphones used by employees are owned by the company and protected against use if lost or stolen and of course, handed back on cessation of employment. Any contact details retained for ongoing work would never be knowingly misused.

When card payments are made by phone, no records are kept regarding card information. Please rest assured we have made all possible efforts to ensure that all Government regulations have been, are being, and will be followed.