



Laundry Wish Ltd

Privacy Policy

Last updated: 21 July 2026

Laundry Wish Ltd (“we”, “us”, “our”) provides laundry, dry-cleaning, and ironing collection-and-delivery services across Hertfordshire, Bedfordshire, Cambridgeshire and Buckinghamshire. We take your privacy seriously and are committed to handling your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. This Privacy Policy explains what information we collect, why we collect it, and how you can exercise your rights.

1. Who We Are

Laundry Wish Ltd operates under the domain laundrywish.co.uk and can be contacted via the details at the end of this policy, or via our business email accounts (info, admin, accounts, marketing, and complaints).

2. Information We Collect

When you book a collection, request a quote, or place an order with us (including via our website, WhatsApp, telephone, or in person), we collect:

- Full name
- Collection and/or delivery address
- Email address
- Contact telephone number
- Details of the items you would like washed, dry cleaned, or ironed
- Payment details, processed securely through our payment provider (Square) — we do not store your full card details ourselves
- Records of your correspondence with us (e.g. WhatsApp messages, emails)

3. How We Use Your Information

We use your personal data to:

- Arrange and manage the collection and delivery of your laundry, dry cleaning, or ironing
- Generate quotes, invoices, and secure payment links for your order
- Keep you updated about your order, including any changes to your collection or delivery schedule
- Follow up with you after your service is complete, including inviting you to leave a review (for example, on Trustpilot)
- With your consent, send you marketing messages about offers, discounts, and promotions

- Meet our legal, accounting, and regulatory obligations

4. Who We Share Your Information With

We only share your personal data where necessary, including with:

- Our payment processing provider, to take secure payment for your order
- Commercial or hotel partners, where your order is placed through, or fulfilled in connection with, that partner's account
- Regulators, law enforcement, or professional advisers where we are legally required to do so

We do not sell your personal information to third parties.

5. How Long We Keep Your Information

We keep your personal data for as long as necessary to provide our services, respond to any queries or complaints, and meet our accounting and tax obligations. Please note that this is separate from our policy on physical, uncollected laundry items, which (as set out in our Terms of Use) may be donated to charity if not collected within 10 working days of the invoice date.

6. Marketing Communications

From time to time, and with your consent where required, we may contact you by WhatsApp, email, or telephone about offers such as discounts on multiple service washes or referral schemes. You can opt out of marketing communications at any time by contacting us using the details below — this will not affect service messages relating to an order you have already placed.

7. Your Rights

Under UK data protection law, you have the right to:

- Access the personal data we hold about you
- Ask us to correct inaccurate or incomplete data
- Ask us to delete your data, where applicable
- Object to, or ask us to restrict, certain processing (including marketing)
- Request that we transfer your data to another provider, where technically feasible

To exercise any of these rights, please contact us using the details below. You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) at ico.org.uk.

8. Cookies and Our Website

Our website may use cookies or similar technologies to help it function correctly and to understand how visitors use it. You can control cookies through your browser settings.

9. Keeping Your Information Secure

We use appropriate technical and organisational measures to protect your personal data against unauthorised access, loss, or misuse.

10. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated “Last updated” date.

11. Contact Us

If you have any questions about this Privacy Policy or how we handle your data, please contact us:

- Email: info@laundrywish.co.uk
- Complaints: complaints@laundrywish.co.uk
- WhatsApp: 07544 797324
- Website: www.laundrywish.co.uk