

Privacy Policy

Last updated: May 22, 2025

Thank you for choosing Cleaner Homes ("we," "us," or "our"). Your privacy and data security are our priority. This Privacy Policy outlines how we collect, use, and protect your personal information and explains your rights.

1. Information We Collect

- **Personal Information:** We collect information that identifies you as an individual, including:
 - **Contact Information:** such as your name, email address, phone number, and mailing address.
 - **Account Credentials:** We may store usernames and passwords.
 - **Service-related Information:** Information you provide when you create or update your profile, including cleaning preferences and service history.
- **Financial Information:** We partner with a third-party payment processor to handle payments securely. We do not store your credit card details but may retain information regarding transactions made through our platform.
- **Usage Data:** We collect information on how you interact with our platform, including logins, IP addresses, device information, and usage patterns.

2. How We Use Your Information

We may use your information to:

- Facilitate connections between cleaners and users.
- Communicate with you about account updates, promotions, and customer service.
- Improve our platform and provide a better user experience.
- Comply with legal requirements and resolve disputes.

3. Data Protection and Encryption

We are committed to securing your personal information. All personal private information, such as contact details and account credentials, is encrypted using industry-standard encryption methods when stored in our database. This ensures that your data remains secure and protected against unauthorized access.

4. Data Sharing

- **Third-Party Service Providers:** We may share information with third-party providers to support our services, such as payment processors.
- **Data Sales:** We may, in the future, sell or share non-identifiable user data for marketing or analytical purposes. If we do, we will ensure that this data does not identify you personally and complies with applicable privacy laws.
- **Legal Compliance:** We may disclose your information as required by law or if we believe it is necessary to protect our rights, enforce our policies, or investigate fraud.

5. Your Rights

Depending on your location, you may have the right to:

- Access, update, or delete your personal information.
- Object to or restrict processing of your data.
- Withdraw consent where consent was previously provided.

6. Security

In addition to encrypting personal private information, we implement industry-standard security practices. However, no system is completely secure. Please ensure you protect your login credentials and notify us if you suspect unauthorized access.

7. Changes to this Privacy Policy

We may update this Privacy Policy periodically. Changes will be posted on our platform, and we recommend you review the policy periodically.

Contact Us

If you have any questions, please contact us at hello@cleanerhomes.ca.