

## Privacy Policy

Effective Date: 1st January 2024

The Cleaning Club is committed to safeguarding your privacy. This Privacy Policy outlines how we collect, use, disclose, and protect your personal information when you interact with our website, mobile application, or services. By using our services, you agree to the terms outlined in this Privacy Policy.

### 1. Information We Collect:

a. Personal Information: When you use our services, we may collect personal information such as your name, address, email address, phone number, and payment information.

b. Usage Information: We may collect information about your interactions with our website or mobile application, including your IP address, browser type, device information, pages visited, and other usage statistics.

c. Cookies: We use cookies and similar tracking technologies to enhance your experience, analyze trends, administer the website, and track users' movements around the site.

### 2. How We Use Your Information:

a. Service Delivery: We use your personal information to provide our cleaning services, communicate with you, process payments, and fulfill your requests.

b. Improvement of Services: We may use the information collected to analyze trends, monitor and improve our services, and develop new features.

c. Marketing: With your consent, we may send you promotional materials or newsletters about our services, special offers, or other information we think you may find valuable.

### 3. Information Sharing and Disclosure:

a. Service Providers: We may share your personal information with third-party service providers who assist us in providing our services, such as payment processors, customer support services, or marketing agencies.

b. Legal Compliance: We may disclose your information when required by law or in response to legal process, such as a court order or subpoena.

c. Business Transfers: In the event of a merger, acquisition, or sale of all or a portion of our assets, your personal information may be transferred to the acquiring entity.

#### 4. Data Security:

We implement reasonable security measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. However, no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

#### 5. Your Choices:

a. Opt-Out: You may opt out of receiving promotional communications from us by following the instructions provided in the communication or by contacting us directly.

b. Cookies: You can usually set your browser to refuse cookies or alert you when cookies are being sent. However, some features of the website may not function properly without cookies.

#### 6. Children's Privacy:

Our services are not directed to individuals under the age of 18. We do not knowingly collect personal information from children. If you are a parent or guardian and believe that your child has provided us with personal information, please contact us, and we will take steps to delete such information.

## 7. Changes to this Privacy Policy:

We reserve the right to update or modify this Privacy Policy at any time. Any changes will be effective immediately upon posting the updated Privacy Policy on our website. We encourage you to review this Privacy Policy periodically for any updates.

## 8. Contact Us:

If you have any questions or concerns about this Privacy Policy or our privacy practices, please contact us at [info@thecleaningclub.co.uk](mailto:info@thecleaningclub.co.uk) or 07706215645

By using our services, you consent to the collection and use of your information as described in this Privacy Policy.