

Maddie's Cleaning Privacy Policy

Operated by Maddison Taylah Kellett trading as *Maddie's Cleaning*
ABN: 92161291100

Maddie's Cleaning respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how Maddie's Cleaning collects, uses, stores, and discloses your personal information when you use our website, contact us, or book our services.

Last update: 22/05/2026

1. Information We Collect

Maddie's Cleaning may collect personal information including but not limited to:

- Full name
- Phone number
- Email address
- Residential or business address
- Property access details
- Billing and payment information
- Booking and service history
- Communications and enquiries submitted through our website, email, phone, text, or social media

We may also collect general website usage information including:

- IP address
- Browser type
- Device information
- Pages visited on our website
- Time spent on our website
- Website referral sources
- Cookies and analytics data

2. How We Collect Information

Information may be collected when you:

- Submit an enquiry through our website
- Request a quote
- Book a service
- Contact us by phone, email, social media, or text
- Subscribe to marketing communications
- Make a payment
- Browse or interact with our website

3. Why We Collect Your Information

We collect personal information to:

- Provide cleaning services
- Manage bookings and appointments
- Process payments and invoices
- Communicate regarding services or enquiries
- Improve our website and customer experience
- Send service updates or marketing communications
- Maintain business records
- Meet legal or regulatory obligations

4. Payment Information

Payments may be processed through third-party providers including Stripe, GoCardless, and financial institutions.

Maddie's Cleaning does not store full credit card or banking details on our systems unless required for direct debit arrangements through authorised providers.

Third-party payment providers may collect and store information in accordance with their own privacy policies.

5. Website Cookies & Analytics

Our website may use cookies, analytics tools, and similar technologies to improve website functionality and understand how visitors use the site.

Cookies may collect anonymous information including:

- Website traffic data
- User preferences
- Device and browser information

You may disable cookies through your browser settings, however some parts of the website may not function correctly.

6. Photos & Videos

As outlined in our Terms & Conditions, Maddie's Cleaning may take before and/or after photos or short videos of completed work for:

- Marketing
- Portfolio purposes
- Quality control
- Staff training

We will not intentionally publish identifying personal information such as client names, addresses, or sensitive documents visible within a property.

Clients may withdraw consent for marketing use of photos or videos at any time by contacting Maddie's Cleaning.

7. Disclosure of Personal Information

Maddie's Cleaning will not sell or rent your personal information.

Personal information may be shared with:

- Payment providers
- Accounting or invoicing software
- Contractors or staff directly involved in providing services
- Technology or website providers
- Government authorities where required by law

All reasonable steps are taken to ensure information is handled securely and appropriately.

8. Storage & Security

Maddie's Cleaning takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure.

Information may be stored electronically through secure cloud-based systems, password-protected devices, and authorised business software platforms.

While reasonable precautions are taken, no method of electronic transmission or storage is completely secure and Maddie's Cleaning cannot guarantee absolute security.

9. Access & Correction

You may request access to the personal information we hold about you and request corrections if information is inaccurate or outdated.

Requests can be made by contacting Maddie's Cleaning directly.

10. Marketing Communications

Maddie's Cleaning may occasionally send promotional offers, updates, or marketing communications.

You may opt out of marketing communications at any time by:

- Replying unsubscribe
- Contacting us directly
- Using any unsubscribe function provided

11. Third-Party Links

Our website or social media pages may contain links to third-party websites or services. Maddie's Cleaning is not responsible for the privacy practices or content of those third-party websites.

12. Changes to This Policy

Maddie's Cleaning may update this Privacy Policy from time to time.

Any updates will be published on our website with the revised date listed at the top of this policy.

13. Contact Us

For any privacy-related questions, requests, or concerns, please contact:

Maddie's Cleaning

Email: maddiescleaningau@gmail.com

Phone: 0499 146 686