



Privacy Policy

Effective Date: 2025

At Little Sparkle Cleaning Services, we value and respect your privacy. This Privacy Policy explains how we collect, use, disclose, and protect your personal information in compliance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). By using our services, you agree to the collection and use of your personal data as outlined in this policy.

1. Information We Collect

We collect personal information in the course of providing cleaning services, which may include:

- Personal details: Name, contact information (phone number, email address), and billing information (credit card details, billing address).
- Service details: Information related to the cleaning services requested, such as property address and specific cleaning requirements.
- Employee information: For job applicants, we may collect personal details, employment history, and relevant qualifications.

2. How We Use Your Information

We use your personal information for the following purposes:

- To provide and manage the cleaning services you request.
- To process payments and invoices.
- To communicate with you regarding bookings, cancellations, or changes in service.
- To comply with our legal and regulatory obligations.
- To respond to inquiries, complaints, or feedback.

3. Disclosure of Personal Information

We may disclose your personal information to:

- Service providers: Third-party contractors and service providers who assist in providing our cleaning services (e.g., payment processors, IT providers).
- Government authorities: If required by law or a regulatory body, we may disclose your information to comply with legal obligations.

We do not share your personal information with third parties for marketing purposes without your consent.

4. Data Security

We take reasonable steps to protect your personal information from unauthorized access, misuse, or loss. We store your data securely and maintain up-to-date security protocols to safeguard your information.

5. Access and Correction of Your Information

You have the right to access and correct your personal information. If you would like to access or update your details, please contact us at the information provided below. We will respond to your request within a reasonable timeframe.

6. Retention of Personal Information

We will retain your personal information for as long as necessary to fulfill the purposes for which it was collected, or as required by law. When no longer needed, we will take reasonable steps to delete or de-identify your information.

7. Cookies and Tracking Technologies

We may use cookies and other tracking technologies to enhance your experience with our website. Cookies help us analyze website traffic and improve our services. You can disable cookies through your browser settings, but this may affect the functionality of some parts of our website.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. Any updates will be posted on our website, and the revised policy will be effective from the date of posting.

9. Contact Us

If you have any questions about this Privacy Policy or wish to make a complaint, please contact us at:

Little Sparkle Cleaning Services

Email: kira@littlesparklecleaningservices.au