

MARINA-CLEANING INC. – Privacy Policy

Effective date: April, 12, 2026

MARINA-CLEANING INC. ("we", "our", or "us") is committed to protecting your privacy and handling your personal information in a safe and responsible manner.

1. Information We Collect

We may collect the following information when you contact us or book a service:

- Name
- Phone number
- Email address
- Service address
- Payment information (processed securely through third-party providers)
- Service details and preferences

We may also collect communication records (calls, messages, emails) for quality assurance and documentation.

2. How We Use Your Information

Your information is used to:

- Schedule and provide cleaning services
- Communicate with you regarding bookings and updates
- Process payments and send invoices
- Improve our services and customer experience
- Maintain internal records and resolve disputes

3. Sharing of Information

We do **not sell or rent** your personal information.

We may share information only when necessary with:

- Payment processors
- Service providers (e.g. booking or communication platforms such as Jobber)
- Legal authorities if required by law

4. Data Protection

We take reasonable steps to protect your personal information using secure systems and limited access.

Access to your information is restricted to authorized personnel only.

5. Photos & Service Documentation

We may take before-and-after photos for:

- Quality control
- Service verification
- Dispute resolution

Photos are limited to work areas and do not intentionally capture personal or sensitive information.

Some photos may be used for marketing purposes without identifying personal details. You may opt out at any time by notifying us in writing.

6. Communication & Call Recording

We may contact you via phone, SMS, or email regarding your service.

Phone calls may be recorded for:

- Quality assurance
- Training
- Dispute resolution

By communicating with us, you consent to such communication and recording where permitted by law.

7. Your Rights

You may request to:

- Access your personal information
- Correct inaccurate information
- Request deletion of your information (where applicable)

To make a request, please contact us directly.

8. Cookies & Website

If you visit our website, basic data such as browser type or pages visited may be collected for analytics purposes.

9. Updates to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available upon request or on our website.

10. Contact

MARINA-CLEANING INC. Langley, BC Email: info@marina-cleaning.com Phone: 604-600-9640