

CLEAN PADI PRIVACY POLICY

Effective Date: September 2026

At Clean Padi, we value your privacy and are committed to protecting the personal information entrusted to us. This Privacy Policy explains how we collect, use, protect, and disclose personal information when you interact with Clean Padi, use our website, request our services, contact us, or apply for employment.

Clean Padi operates in British Columbia and handles personal information in accordance with applicable privacy laws, including the Personal Information Protection Act (PIPA) of British Columbia. ([BC Info & Privacy Commissioner](#))

Who We Are

Clean Padi is a residential and commercial cleaning business providing cleaning services at clients' homes, offices, and other premises.

For questions about this Privacy Policy or how we handle personal information, please contact us using the information provided at the end of this policy.

Information We Collect

Depending on how you interact with Clean Padi, we may collect information such as:

Customers and Website Visitors

- Name
- Email address
- Telephone number
- Service address
- Billing information
- Information you provide through contact or booking forms
- Communications between you and Clean Padi
- Feedback, reviews, or testimonials you voluntarily provide
- Through information automatically collected when you use our website, such as certain technical information and cookies

Where required, we will obtain meaningful consent before collecting, using, or disclosing personal information.



Job Applicants

If you apply for a position with Clean Padi, we may collect:

- Name and contact information
- Résumé and cover letter
- Education and employment history
- References
- Availability
- Information provided during interviews
- Information necessary to conduct employment-related checks, where applicable and with appropriate consent
- Through information automatically collected when you use our website, such as certain technical information and cookies

We collect only information that is reasonably necessary for the purposes for which it is collected.

How We Use Your Information

Clean Padi may use personal information to:

- Respond to inquiries
- Schedule and provide cleaning services
- Process bookings and payments
- Provide quotes and communicate with customers
- Manage customer accounts and service records
- Improve our services and customer experience
- Respond to complaints or service concerns
- Communicate important information about our services
- Process employment applications
- Conduct recruitment and employment-related activities
- Maintain business, financial, and legal records
- Protect the security of our business, employees, clients, and property
- Comply with applicable legal requirements

We will generally use personal information only for the purposes for which it was collected or for purposes permitted or required by law.

Consent

Where required by law, Clean Padi will obtain your consent before collecting, using, or disclosing your personal information.

You may withdraw consent where permitted by law. However, withdrawing consent may affect our ability to provide certain services or respond to particular requests.



Sharing Personal Information

Clean Padi does not sell or rent your personal information.

We may disclose personal information where reasonably necessary to operate our business, provide requested services, or fulfill the purpose for which the information was collected.

For example, information may be shared with:

- Employees or supervisors who require the information to provide services
- Service providers who assist us with website hosting, booking, payment processing, communication, or other business functions
- Professional advisors where reasonably necessary
- Government authorities or other parties where required or permitted by law

We expect third-party service providers handling personal information on our behalf to use appropriate safeguards and to handle information only for authorized purposes.

Website and Cookies

Our website may use cookies and similar technologies to improve functionality, understand website usage, and improve the user experience.

We may collect technical information such as:

- Browser type
- Device type
- IP address
- Pages visited
- Date and time of visits
- General website usage information

We may use third-party services such as website analytics, hosting, booking, payment, or communication platforms. These services may collect information in accordance with their own privacy policies.

Where applicable, you can adjust your browser settings to limit or disable cookies. Doing so may affect certain website functions.

Payment Information

Payments are processed electronically and payment information are handled by third-party payment processors.

Clean Padi does not needlessly retain complete payment card information.

Payment information may be processed and protected according to the policies and security practices of the applicable payment provider.



Protecting Your Information

Clean Padi takes reasonable measures to protect personal information against unauthorized access, collection, use, disclosure, copying, modification, loss, or destruction.

These measures include:

- Limiting access to personal information
- Using passwords and access controls
- Securing digital records
- Providing privacy and confidentiality guidance to employees
- Securely disposing of information when it is no longer required
- Using reputable service providers and technology platforms

No method of electronic transmission or storage is completely secure. While we take reasonable steps to protect information, we cannot guarantee absolute security.

Retention of Personal Information

Clean Padi retains personal information only for as long as reasonably necessary to fulfill the purposes for which it was collected, meet business requirements, resolve disputes, maintain appropriate records, or comply with legal obligations.

When information is no longer required, we will take reasonable steps to securely destroy or anonymize it.

Accessing or Correcting Your Information

You may request access to personal information that Clean Padi has in its custody or control, subject to applicable legal exceptions.

You may also request that inaccurate or incomplete personal information be corrected.

To make a request, please contact us using the contact information below. We may need to verify your identity before providing access to or making changes to personal information.

Privacy Complaints

If you have concerns about how Clean Padi has collected, used, disclosed, or protected your personal information, we encourage you to contact us first so that we can understand and address your concern.

If you are not satisfied with our response, you may have the right to make a complaint or request a review by the Office of the Information and Privacy Commissioner for British Columbia (OIPC). ([BC Info & Privacy Commissioner](#))



Changes to This Privacy Policy

Clean Padi may update this Privacy Policy from time to time to reflect changes in our business, services, technology, or applicable privacy requirements.

When we make changes, we will update the Effective Date at the top of this policy.

We encourage you to review this page periodically.

Contact Us

If you have questions about this Privacy Policy, wish to access or correct your personal information, or have a privacy concern, please email Clean Padi:

Email: **admin@cleanpadi.com**

