

# Select Home Cleaning: Cleaner Privacy Policy

**We Respect Your Privacy and Value Your Trust.**

*Last updated: October, 2025*

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## 1. Our Commitment

At Select Home Cleaning, we believe your privacy deserves the same care and attention we give to every home we clean.

This policy explains how we collect, use, and protect your personal information when you work with us as a cleaner.

We keep things simple: no unnecessary data collection, no selling of personal information, and full transparency at every step.

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## 2. Information We Collect

We collect the information we need to help you onboard, get paid, and succeed on our platform. This may include:

- **Personal details** (name, email, phone number, address, date of birth)
- **Identification and work eligibility** (for background checks and tax compliance)
- **Banking details** (for secure payment processing)
- **Performance and job data** (ratings, before/after photos, and completion records)
- **Device information** (for app performance and security)

We only collect what's necessary to support your work and improve your experience.

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## 3. How We Use Your Information

Your data helps us keep things running smoothly. Here's how we use it:

- To verify your identity and process onboarding requirements.

- To manage job assignments, scheduling, and customer feedback.
- To process and deliver payments securely.
- To communicate updates, policy changes, or support messages.
- To maintain safety and accountability for both cleaners and customers.
- To improve our platform through anonymized analytics.

We do **not** use your personal data for unrelated marketing or sell it to third parties.

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## 4. Data Protection

We take your privacy seriously.

- All sensitive data (like ID and banking details) is encrypted and stored securely.
- Access is limited to authorized personnel who need it to perform their work.
- Our systems are regularly audited to meet data protection and security standards.

If you ever believe your data has been compromised, contact us immediately.

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## 5. Sharing of Information

We only share your data when necessary to provide services or meet legal requirements.

Examples include:

- **Payment processors** (to deposit your earnings)
- **Background check services** (for safety compliance)
- **Regulatory authorities** (if legally required)

Every partner we work with is vetted and bound by confidentiality and data protection agreements.

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## 6. Cookies and Tracking

Our cleaner portal/app may use cookies or similar tools to:

- Keep you logged in securely.
- Improve app performance.
- Remember your settings and preferences.

You can manage or disable cookies through your browser settings at any time. Doing so won't affect your ability to work, but may limit some features.

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## 7. International Data Transfers

Select Home Cleaning operates primarily in Canada. If you're accessing our services from outside our primary region, your data may be transferred to and stored in other countries that may have different data protection laws.

Regardless of where your data lives, we apply the same high standards of privacy and protection.

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## **8. Data Retention**

We retain your information only as long as necessary to comply with legal obligations or to maintain account records.

Once your account is closed and retention requirements are met, your data is securely deleted or anonymized.

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## **9. Your Rights**

You have the right to:

- Access the information we hold about you.
  - Request corrections or updates.
  - Withdraw consent (where applicable).
  - Request deletion once legal and financial obligations are complete.
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## **10. Updates to This Policy**

We may update this policy occasionally to reflect system improvements or legal changes.

We'll notify you through the app or by email when updates occur. Continuing to use the platform after updates means you agree to the revised policy