

Select Home Cleaning: Customer Privacy Policy

We Respect Your Privacy. Always.

Last updated: October, 2025

1. Our Commitment to Your Privacy

At **Select Home Cleaning**, your trust means everything to us.

We're committed to protecting your personal information and being transparent about how we use it.

Our Promise

We'll only collect what's necessary, keep it secure, and use it responsibly to deliver the reliable, high-quality service you expect from us.

2. Information We Collect

When you use our platform, we collect only what we need to serve you better, such as:

Account details: Name, email, phone number, and address

Booking information: Service type, time, and preferences.

Payment information: Securely processed by trusted third-party providers (we never store full card details)

Usage data: Limited analytics to help us improve performance and customer experience.

We never ask for information we don't need, and we'll always explain why we're collecting it.

3. How We Use Your Information

We use your personal data to:

- Create and manage your account
- Schedule and deliver your cleaning services
- Communicate updates, reminders, and feedback requests
- Process payments securely
- Improve our platform and customer support

We may also send you occasional updates or offers, but only if you've opted in, and you can unsubscribe at any time.

4. How We Protect Your Data

Your security is non-negotiable.

We use industry-standard encryption, secure servers, and limited employee access to protect your data

from unauthorized use or disclosure.

We regularly review our practices to maintain compliance with data protection laws and the highest industry standards.

5. Sharing Your Information

We do not sell, rent, or trade your personal data - ever.

We only share limited information with:

- **Service providers** (like payment processors) who help us operate safely and efficiently
- **Cleaners** who are assigned to your job (they'll see only what's needed to complete your service, such as address and access instructions).
- **Authorities**, if required by law or for fraud prevention.

Every partner we work with must meet strict privacy and security requirements.

6. Cookies and Tracking

We use cookies and similar tools to make our application work better for you.

Cookies help us remember your preferences, improve application performance, and personalize your experience.

You can manage or disable cookies in your settings, though some parts of the app may not work as smoothly without them.

7. Data Storage and International Transfers

If you access our services from outside our primary operating regions, your data may be transferred to and stored in countries with different data protection laws.

No matter where it's processed, we apply the same high privacy standards and safeguards to keep it protected.

8. Your Rights

You're always in control of your information.

You have the right to:

- Access the personal data we hold about you.
- Request corrections or updates.
- Ask for deletion (unless retention is required by law).
- Withdraw consent for marketing at any time.

Simply contact our support team, and we'll handle your request promptly and respectfully.

9. Updates to This Policy

We may update this Privacy Policy from time to time to reflect new features or legal requirements.

When we do, we'll update the "Last Modified" date and notify you of any significant changes through our app.