PRIVACY POLICY

Clean Corp (NSW) Pty Ltd (the Company) is committed to protecting your privacy. This Privacy Policy tells you about our online collection of personal information and how we use that information.

By visiting and/or using this site, you agree to the terms of this policy and you consent to our use and disclosure of your personal information in accordance what is set out below. This site is owned by the Company and may be accessed in Australia and overseas.

The type of personal information we collect

This Privacy Policy covers personal information you give to us or that we collect automatically when you visit our website. Personal information is information that can be used to identify you. Personal information might include your username and password, your name, your mailing address, email address, phone number and financial information such as your credit card number and billing address.

Personal information given by you to us

We collect the personal information you give us in a number of ways such as in person when you attend our premises, online, by email, post and facsimile or over the phone. Personal information such as your username and password, your name, your mailing address, email address, and phone number will be collected when you first register or have dealings with us and is collected so that you can more easily do business with us. Financial information such as your credit card number and billing address is collected so we can process transactions and provide you with products and services. You may always choose not to provide personal information, but if you so choose, certain products and services may not be available to you.

We will not ask for sensitive information about you eg details of your racial or ethnic origin, political affiliations, religious beliefs, sexual preferences, criminal convictions or health information, unless we need it to provide you with professional advice or satisfy ourselves of your suitability to be engaged as a cleaner or contractor.

We try and collect personal information directly from the relevant person. However, if this is not practicable we may collect personal information from third parties or publicly available information. If you give us personal information about another person, you must ensure you have the right to disclose that personal information to us.

Information automatically collected

When you visit this site, other kinds of information may also be collected automatically as part of this site's operation. This includes the website that referred you to us, your IP address, browser type and language, and access times. We may also collect navigational information, including information about the pages you view, the links you click, and other actions taken in connection with the site. We may combine your visit and navigational information with personal information that you provide.

We use "cookies" to enable you to sign in to our services and to help personalise your online experience. A cookie is a small text file that is placed on your hard drive. Cookies contain information, including personal information that can later be read by a web server in the domain that issued the cookie to you. The information that cookies collect includes the date and time of your visit, your registration information, and your navigational and purchase history. Cookies offer you many conveniences. They allow us to identify registered users when they return to the site so that they can retrieve previous image search results and view their previous invoices. Cookies also save you time by eliminating the need to repeatedly enter the same information.

In some cases, our third-party service providers may use cookies on our sites. We have no access to or control over these cookies. This Privacy Policy covers the use of cookies by the Company only and does not cover the use of cookies by third parties.

You have the ability to accept or decline cookies. Most browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies. If you choose to decline cookies, you may not be able to sign in or use other interactive features of our sites and services that depend on cookies.

In addition to cookies, we may use other technologies, including single-pixel gifs (also known as web beacons) on our websites and in promotional e-mail messages or newsletters. These tiny electronic images assist us in determining how many users have visited certain pages or opened messages or newsletters. We do not use these images to collect personal information.

Use of Your Personal Information
We use the personal information you have given us for purposes which are consistent with the reason you provided the personal information, or for a directly related purpose. Such purposes for which we may use your personal information include:

- doing business with you so that you can purchase our goods and services;
- effectively communicating with you;
- operating and improving our website;
- providing customer service;
- performing research and analysis aimed at improving our products and services; and
- displaying content that is customised to your interests and preferences.

We may also use or disclose your personal information where you have consented to the use, either expressly or by implication.

Sharing of Your Personal Information
We do not sell, rent or trade your personal information to or with any third parties. We may disclose your personal information to external service providers in the circumstances discussed below.

We may share your personal information within our corporate group, including with our subsidiaries, affiliated companies and divisions all of whom may use your information for the purposes disclosed in this Privacy Policy.

We may share your personal information with external service providers who perform services on our behalf. For example, we may hire other companies to handle the processing of payments, to provide data storage, to host websites, to fulfil orders and shipments, to assist in direct marketing, to conduct audits, etc. Those companies will be permitted to obtain only the personal information they need to provide the service. They are required to maintain the confidentiality of the information and are prohibited from using it for any other purpose. We will take all reasonable steps to make sure they comply with the same privacy principles that govern our collection of your personal information.

Some of these service providers may be overseas such as in the USA and New Zealand. We will take such steps as are reasonable to make sure they do not breach the privacy principles that govern our collection of your personal information. By giving us your personal information you consent to the disclosure of personal information to overseas service providers who may not comply with the Australian Privacy Principles.

We may disclose your personal information if required to do so by law, or in the good-faith belief that such action is reasonably necessary to comply with legal process, respond to claims, or protect the rights, property or safety of our company, employees, customers, or the public.

Marketing
We may send you surveys or marketing communications to inform you of new products or services or other information that may be of interest..

If you do not want to receive direct marketing communications from either us or a third party, it is easy to opt out. Just send us an email request at ops@cleancorpnsw.com.au . Please keep in mind that, if you choose not to receive marketing communications, you will continue to receive transactional or account communications (e.g., confirmation emails and account balance statements).

How To Manage Your Personal Information
You have, subject to certain exceptions allowed for by law, the right to access your personal information. If you would like to get access to, review or correct any of your personal information, after you have registered, go to the "My Account" section of the website and make the appropriate changes. You may also request changes by emailing, phone or post.

We can provide you with a copy of personal information held on our current records at no charge. However, if we need to access archived records, such as personal information backed up or stored offsite, then we may charge for the cost of providing such access.

If your personal information has been disclosed to a third party, in accordance with this Privacy Policy, we will take reasonable steps to notify the third party of the updated information.

Where your information is stored
Personal information that we collect may be stored and processed in Australia or overseas including in the USA, New Zealand, Great Britain and the Philippines.. We take all reasonable steps to protect personal information no matter what country it is stored in. However, information collected may be retained, and may be stored, processed, accessed, and used in jurisdictions whose privacy laws may be different and less protective than those of in Australia. By using our site or giving us the personal information requested, you consent to any such transfer, processing and storage of personal information outside of Australia.

Security of Your Personal Information
The security of your personal information is important to us. We follow accepted industry standards to help protect your personal information. For instance, when you enter sensitive information (such as a credit card number) on our registration or order forms, we encrypt that information using secure socket layer (**SSL**) technology. No method of transmission over the internet, or method of electronic storage, is 100% secure. Therefore, while we strive to protect your personal information, we cannot guarantee its absolute security and any transmission of personal information is at your own risk.

If a password is used to protect your account and personal information, it is your responsibility to keep your password confidential and to change it if you think it has been compromised.

Forums & Other Interactive Services
Our website may include discussion forums or other interactive areas or services, including blogs, chat rooms, bulletin boards, message boards, online hosting or storage services, or other areas or services in which you or third parties create, post or store any content, messages, comments, materials or other items on the sites (**Interactive Areas**). If you use an Interactive Area, you should be aware that these areas are open to the public and any personal information you post or provide at registration may be viewable by others.

We are not responsible for personal information you submit in connection with the Interactive Areas, nor are we responsible for how others might use that information, including sending you unsolicited messages. Interactive Area postings may be retained indefinitely. If at any time you would like to remove a posting, please email us at info@cleancorp.com. Keep in mind that removal of a posting from an Interactive Area does not mean that the posting will be deleted from our systems.

Children

We do not intend to solicit or collect personal information from anyone under the age of 18. If you are under 18, you should not use or enter information on this site, including without limitation, any Interactive Areas of the site.

Links

We may link to websites, including those of our third-party content providers and social media sites. Our website may contain social media features such as Facebook "Like" buttons. These features may collect information about your device's IP address, set cookies or link you to a social media website where you may post personal information. The sites of our third-party providers and social media sites may have different privacy policies and practices from those disclosed here. We assume no responsibility for the policies or practices of such sites and encourage you to become acquainted with them prior to use.

Complaints

Please do not hesitate to contact us if you have questions, complaints or concerns regarding this Privacy Policy. We treat all complaints about a breach of the Australian Privacy Principles seriously. Someone from the Company will investigate your complaint and respond to you within a reasonable time.

Changes to This Privacy Policy

We reserve the right to change the terms of this privacy policy at any time. If there are material changes we will post a notice of such changes here or on our home page and publish the effective date of the change. We encourage you to review this policy whenever you visit our site.

Contact Information

You can contact us by emailing info@cleancorp.com or by phoning us at: [+612] 1300 211 944 during normal business hours AEST.

Last checked: 24th January, 2024