



Gumnut Cleaning – Privacy Policy

As at August 7, 2025

A plain-English snapshot of how we protect your privacy...

Welcome to Gumnut Cleaning! We're thrilled to have you with us. Before we get started, here's a quick, no-nonsense summary of how we keep your information safe and what you can expect:

- **Your privacy matters.** We only collect what we need to give you a great service, e.g. your contact details, special requests.
- **You control your info.** You can ask to access, correct, or delete your info at any time.
- **We never sell your details.** Your information is only shared when needed to deliver your service or meet the law.
- **We protect your trust.** Only team members who need your info to do their job can access it.
- **Payments are secure.** We don't keep your card details – payments are processed securely by trusted providers.
- **Photos and calls are for quality, not show.** Sometimes we take before-and-afters for training, insurance, or proof of service. Calls may be recorded for training or quality too. We'll never use photos for marketing unless you say it's OK to.
- **We use safe, reliable tech.** Your info may be stored with trusted services like OneDrive and our payment platforms. Some of these services may be overseas, but all are required to meet strict privacy standards.
- **Mutual respect.** We'll protect your data and ask you to keep anything private about our business or staff confidential too.
- **Questions?** Just ask. We're here to help, and if you ever have concerns about privacy, we'll always do our best to sort it out.

You can read our full privacy policy below. Thanks for trusting us with your space – we'll take great care of it.

Love, **The Gumnut Crew**

At Gumnut Cleaning, we take your privacy seriously. Whether you're a homeowner, strata committee member, or business client, we want you to feel completely comfortable. This policy explains how we collect, use, and protect your information.

1. What information we collect

We only collect what's necessary to provide you with services, communicate effectively, or meet our legal obligations.

Depending on your relationship with us and the services you request, we may collect information such as (but not limited to):

- Contact details: Name, address, phone number, email
- Service details: Property access information (keys, codes), instructions, service history, special preferences
- Billing information: Invoicing details, payment preferences, ABN (for business clients)
- Feedback and communications: Notes about your preferences, requests, feedback, complaints
- Photos and videos of your premises for insurance, safety, training, or quality purposes (not for marketing unless you provide written consent to us)
- Data via our website (including via cookies), online forms (e.g. Typeform), or analytics tools (e.g. pages visited)
- Other: Information needed for safety, insurance, or compliance with the law.

Note: we are committed to protecting your privacy in line with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

2. How we use your information

We use your information to:

- Schedule and deliver cleaning services tailored to your needs
- Communicate with you about bookings or feedback
- Manage billing and payments
- Improve our services, website, and client experience
- Comply with Australian laws and standards (including workplace health & safety, insurance, and tax).

Any information you provide will be securely stored and used only for your service and safety. We may use your contact details to send service updates, information, or occasional marketing communications. You can opt out at any time by contacting us. If you provide your mobile phone number, we may use it to send you important service updates or reminders by SMS. We will never use your phone number for unsolicited marketing messages. We may also use de-identified



Gumnut Cleaning

Quality you can count on – every time

information to improve our services or for business analytics. This data cannot be linked back to you.

3. How we store and protect your information

Your information is stored securely using digital and physical safeguards, including (but not limited to) the following:

- Only authorised staff access your info for work purposes
- We use up-to-date practices for data use and storage
- Where necessary, we may share information with trusted service providers who support our business, such as storage (e.g. OneDrive) and payments (e.g. Stripe)
- Some of our service providers may store or process data overseas. We ensure providers comply with strict privacy and security standards, regardless of location
- Payment card details are not stored by us – all payments are securely processed via trusted third-party platforms
- If we need to dispose of information (e.g. when you stop using our services), we do so securely.

4. How long we keep your information

We only keep your data for as long as necessary to deliver our services, run our business, or meet legal requirements. After this, we securely delete or de-identify your data.

5. Website, cookies, and analytics

When you visit our site or use online forms, we may collect:

- Usage data (e.g. pages visited, links clicked, time spent)
- Device/browser type, operating system, IP address
- Information via cookies or similar tracking technologies.

We use this to improve your experience and for security. You can opt out of cookies by changing your browser settings.

6. When we share your information

We may need to share some details to deliver your service or meet legal requirements, for example:

- With staff rostered to your job (for scheduling and access)
- With our accountants, payment processors, or trusted technology providers (examples above)
- If required by law (e.g. legal orders, WHS, insurance)
- With service providers who support our business (who must also meet our privacy standards).

We never sell or rent your details, and we don't share your information for third-party marketing.

7. Photos, media, and call recording

For training, quality, improvement, and insurance, we may:

- Record calls with our team (handled securely and in accordance with privacy laws)
- Take photos or videos of your premises.

We never use this for marketing without your written consent and will always deidentify them (you can opt out at any time).

8. Your rights

You have the right to:

- Access or correct your information at any time

- Request deletion of your information when it's no longer needed or required by law
- Withdraw consent for non-essential use (e.g. marketing)
- Ask us about our privacy practices.

To exercise your rights, just contact us using the details below.

9. Mutual confidentiality

We are committed to protecting your privacy and confidentiality. We also ask that you respect the confidentiality of any private or sensitive information about our staff, systems, or intellectual property you may become aware of through our relationship.

10. Children's privacy

Our services are intended for adults. We do not knowingly collect personal information from children under 18.

11. Policy updates

We may update this privacy policy from time to time. When we do, we'll let you know via our website, by email, or in writing. Your continued use of our services or website after updates constitutes acceptance of the updated policy.

12. Data breach procedure

If there is ever a serious data breach affecting your personal information, we will notify you promptly and follow all legal requirements under the Notifiable Data Breaches Scheme.

13. Questions, concerns, complaints, or feedback

If you have a question, concern, complaint, or suggestion about privacy, please contact our office:

- Email: hello@gumnutcleaning.com
- Phone: 1300 GUMNUT
- Post: Level 1, Suite 4, 9-11 Grosvenor Street, NEUTRAL BAY NSW 2089.

We welcome your feedback on our privacy practices. Please let us know if you have suggestions or concerns; we will always respond promptly and do our best to resolve your concern. If you're not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC): www.oaic.gov.au.